

Table of Contents

Purpose.....	1
Sprint-Prepared Information.....	1
Sprint Relay Operational Standards	2
A.1 Communication Assistants.....	2
A.2 Confidentiality and Conversation Context.....	7
A.3 Types of Calls	9
A.4 Handling of Emergency Calls.....	14
A.5 STS Called Numbers	16
Technical Standards.....	18
B.1 ASCII and Baudot	18
B.2 Speed of Answer.....	18
B.3 Equal Access to Interexchange Carriers.....	22
B.4 TRS Facilities.....	24
B.5 Technology	27
B.6 Caller ID	28
Functional Standards	29
C.1 Consumer Complaint Logs.....	29
C.2 Contact Persons.....	29
C.3 Public Access to Information.....	30
C.4 Rates	30
C.5 Jurisdictional Separation of Costs	31
C.7 Treatment of TRS Customer Information	33
State of New Hampshire Establishment and Oversight of TRS Program.....	34
Appendices	35
Appendix A: 47 CFR 64.604 Mandatory Minimum Standards.....	35
Appendix B: Sprint TRS, STS, CapTel, and VRS Training Outlines	45
Appendix C: TRS Pledge of Confidentiality	56
Appendix D: E911 Call Procedure.....	58
Appendix E: Sprint Carrier of Choice Letter of Invitation	59
Appendix F: Sprint Route Outage Prevention Programs	66
Appendix G: Disaster Recovery Plan	69
Appendix H: Sprint TRS Standard Features Matrix	79
Appendix I: Policy on 10- and 15-Minute Rule	85
Appendix J: Sprint Compliance with Standards Matrix	87
Appendix K: Sprint CapTel Compliance with Minimum Standards Matrix	94
Appendix L: Sprint Report to the FCC on VRS and IP Waivers	104
Appendix M: Sprint Relay Fact Sheet	111
Appendix N: Telecommunications Service Priority Program Press Release	114
Appendix O: TRS Information in Phone Directory	116
Appendix P: TRS Phone Bill Insert	118
Appendix Q: TRS Newsletter	123
Appendix R: Relay New Hampshire Brochure.....	131
Appendix S: Sprint Relay Complaint Data for 6/1/2002 – 5/31/2007	133
Appendix T: NHPUC Order No. 20,236, Establishes TRS in New Hampshire.....	170
Appendix U: NHPUC Order No. 24,731, Defines Most Recent TRS Rate.....	180
Appendix V: Sprint Relay Attestation to State of New Hampshire.....	183

Purpose

Enclosed is the State of New Hampshire's (the State) application to the FCC to renew its Telecommunications Relay Service (TRS) program for the five year period that begins July 1, 2008 and ends June 30, 2013. Pursuant to the FCC's instructions, this application is intended to show that the State meets or exceeds the FCC's minimum standard requirements for TRS, as defined in 47 C.F.R. section 64.604. 47 C.F.R. section 64.604, Mandatory Minimum Standards, is included in Appendix A.

Sprint-Prepared Information

Sprint Relay (Sprint), the State's franchised TRS provider, has contributed significantly to the content in this application. As it has with other states where it is the TRS provider and as it has done with prior filings, Sprint provided New Hampshire with its "boilerplate" application, which can be modified where appropriate to fit a state's specific circumstances. The State made extensive use of this boilerplate to prepare its filing. In those sections of this application where it applies, the State has identified Sprint as the source of the information.

Sprint has provided New Hampshire with an attestation that the information it has provided for this application is true and accurate to the best of its knowledge. Sprint's attestation is shown in Appendix V.

Sprint Relay Operational Standards¹

A.1 Communication Assistants

§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities

CA Employment Standards

Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. The first step in the CA's hiring practice is a validated test that screens for typing, language skills, and other skills related to the CA position. When an applicant passes the test, a Human Resources representative screens the applicant over the phone or in person, for oral communication skills and work availability. If the applicant passes this step, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. If the supervisor recommends the applicant for employment, the applicant undergoes a drug screen and security/reference check. This process ensures that only qualified applicants are hired to work at a relay center.

Sprint Internet Relay CAs follow the same employment and training standards as TRS CAs. In addition, Sprint provides an enhanced VCO service called Captioned Telephone (*CapTel*) Services. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job.

All Sprint Video Relay Service (VRS) Interpreters are qualified and adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct. For more information about VRS interpreter qualifications and training expectations see Appendix B.

§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Communication Assistants Training Program

Sprint trainers use adult learning theories; training is adapted to each participant's learning modality; incorporating lecture, visual graphics, flow charts, videos, role playing, and hands-on call training to stimulate the CA's ability to learn.

New hires receive training in deaf culture, ASL translation, the needs of non-signing deaf individuals, and sensitivity to the needs of persons with hearing and speech disabilities by a qualified person who, if not deaf or hard-of-hearing, possesses extensive knowledge in this area. During initial training, a CA is trained and evaluated on how to accurately

¹ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

reflect the TTY user's communication and on his or her role in the relay process. CAs' performance based skills such as grammar; spelling and oral communication abilities are evaluated. Sprint works closely with local deaf and hard-of-hearing communities to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, role playing, group activities and discussion groups to educate employees on the different needs of their customers to ensure sensitivity towards customers.

Additionally, applicants are given written and hands-on evaluations to demonstrate their ability to spell and type accurately, process a call using live training terminals, and role-play in varying levels of ASL. CAs also receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment. These training mandates and skill expectations also apply to Sprint IP CAs and VRS interpreters where appropriate. Please review the Sprint TRS, Speech-to-Speech (STS), CapTel and Video Relay Service (VRS) Training outlines in Appendix B.

A team of ASL-fluent Sprint employees developed the ASL Training workbooks that are utilized by CAs for ongoing training. These workbooks have been designed to provide supplemental training and to assist CAs toward the mastery of ASL translation on relay calls.

Captioning Assistants Training Program

CapTel CA training includes comprehensive training on the *CapTel* Service Workstation equipment and other instruction, including experience handling live calls. All prospective CAs are required to meet all of the CTI standards for becoming a production CA. These standards include the ability to consistently meet call handling skills such as WPM averages, accuracy averages, as well as attendance and attitude standards as set by *CapTel* management. At any time, if a prospective CA does not demonstrate the ability to achieve the expected standards they may be removed from the training group and terminated. See Appendix B.

All *CapTel* CAs are tested for competency in typing, grammar, and spelling to ensure skills meet the FCC Guidelines. *CapTel* CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures. A captioned telephone user does not type while making a call, therefore there is never an opportunity for the CA to have to interpret typewritten ASL.

CapTel CAs must follow certain guidelines while supporting calls. Below is a list of these guidelines.

- 1.1** The CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible, without intervening in the communications. The CA is permitted to provide background noise identification.
- 1.2** The CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential.

- 1.3 The CA shall be required to meet the FCC standards for TRS minimum transcription speed.
- 1.4 The CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call.
- 1.5 The CA shall pass along a *CapTel* caller's Automatic Number Identification (ANI) to the local Public Service Answering Point (PSAP) if the caller disconnects before being connected to emergency services.
- 1.6 Personnel supporting *CapTel* will have the requisite experience, expertise, skills, knowledge and training and education to perform *CapTel* Services in a professional manner.

Please review the Sprint TRS, STS, *CapTel* and Video Relay Service (VRS) Training outlines in Appendix B for more information on CA training requirements.

CA Quality Assurance Programs

Monthly Surveys

Sprint Relay conducts monthly surveys and formal reviews to monitor and evaluate the continuing training for Sprint Relay TRS CAs as well as Sprint IP CAs. The survey process used is a product of a task force comprised of management staff. It evaluates all areas of work performance, personal effectiveness and attendance. The survey process goals are to respond to customer feedback and provide the CA with clearly defined and objective performance measures. Two surveys are completed on each CA every month and include areas such as Typing Accuracy, Spelling, Conversational English/ASL Translation, Clarity / Enunciation, Caller Control, and Etiquette/Composure.

Quality Assurance Test Calls

To ensure that all CAs are focused on FCC requirements and state contractual commitments, Sprint centers and or an independent third party quality testing firm has been retained by Sprint to perform a total of 700 test calls. Results are provided on a quarterly basis. Feedback and appropriate guiding performance measures for specific components are addressed with each CA.

Sprint Relay also conducts test calls to ensure *CapTel* quality at least once a quarter, but often conducts monthly tests of 100 test calls on *CapTel*.

Relay Program Management and Trainer Test Calls

Additionally, the Operations department and members of the Relay Program Management Team identify areas of concern based on customer feedback, state feedback, individual survey results and customer contacts. Approximately 300 test calls per month are conducted focusing on the identified monthly call-processing topic. Results are compiled and shared with Operations' management. Based on the results, the trainers and

management determine if refresher training is required and what method will be used for delivery.

Sprint Relay and the Relay Program Management team also perform test calls for *CapTel* CAs.

§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Transmission of 60 WPM

All Sprint Relay CAs type a minimum of 60 words per minute (WPM). Sprint Relay utilizes an oral-to-type test that simulates actual working conditions. CAs are tested on an ongoing basis to ensure that a 60 WPM performance requirement is maintained. During this test, Sprint Relay does not use technology-aided transmission to ensure the typing speed. The most recent test results were an overall 82.5 WPM with 97% accuracy for all call centers. The scores for each CA are the actual words per minute that are typed. This applies to Sprint IP and IP wireless relay CAs as well.

Sprint Relay utilizes technological aides during relaying such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal service.

CapTel's voice recognition technology transmits above 100 WPM. While oral to type tests are waived as a result of this technology, oral to text tests are given to all *CapTel* CAs.

§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Qualified VRS interpreters

All Sprint Video Relay (VRS) Interpreters are qualified and adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct. For more information about VRS interpreter qualifications and training expectations, see Appendix B.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with

the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Sprint Relay requires all CAs, including Sprint IP and IP Wireless CAs, and VRS interpreters, also known as video interpreters (VIs), to stay on the call for a minimum of 10 minutes, with the exception of Speech-to-Speech (STS) CAs, who must stay on the call for a minimum of 15 minutes. This is included in the CA training matrix under Appendix B, Module 4I, and the Video Relay Service Training Outline and Qualifications. CapTel CAs also stay on all calls for a minimum of 10 minutes.

§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

When a Sprint relay user requests a CA of the opposite gender of the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request. When a Sprint VRS and Sprint IP or IP Wireless user requests a specific gender, every attempt will be made to honor the request. If a change of VIs is necessary during the call, every attempt will be made to accommodate the previous gender request.

CapTel CAs are waived from this requirement. See Appendix K.

§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.

Sprint CAs transmit and relay all conversations between the caller and the called parties in real time.

CapTel is a transparent service. CAs transmit audio and captioned text conversations from the voice caller to the *CapTel* user in real time. Since the *CapTel* user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

Sprint Relay believes that measures to ensure confidentiality are crucial to the success of TRS, Sprint IP/IP Wireless and VRS operations and has implemented procedural and environmental measures to safeguard customer and call information.

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, CAs and video interpreters (VIs) lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the Relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Sprint STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Sprint Relay's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs and VIs undergo a thorough background investigation and screening.
- During initial training, CAs and VIs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs and VIs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in Relay work areas.

- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings where this section the confidentiality agreement is reviewed and re-signed.

Sprint Relay Center's Agreement Regarding Confidential Customer Information requires CAs and VIs to:

- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Please refer to Appendix C for the TRS Pledge of Confidentiality. This document is similar to what is used for Sprint VRS interpreters and IP/IP Wireless CAs.

CapTel Captioners must comply with the same rules that TRS follows regarding confidentiality. The *CapTel* confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to *CapTel* Captioners. A copy of the *CapTel* confidentiality form signed by *CapTel* CAs can be found under Appendix C.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, *CapTel* in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may have problems, complaints or stress from handling the call. The Captionist may ask to speak to a supervisor or other member of management (as long as it wasn't their call) in a private area.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

STS Limited Exception of Retention of Information

At the request of a caller, Sprint Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. No information is kept after the inbound call is released from the CA position.

§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Verbatim Relay and the Translation of ASL

Sprint Relay CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

At the request of the relay user, Sprint Relay CAs will translate written ASL into conversational English. All Sprint Relay CAs are able to translate the typed languages of relay users whose primary language may be ASL or whose written English language skills are limited to conversational grammatically correct English. Training is provided on various levels of English/ASL during the initial training, as well as throughout a CAs' employment. In order to finish training successfully, the CA must demonstrate competent skills to translate the calls as requested.

Sprint VRS interpreters, Sprint IP/IP Wireless CAs and *CapTel* CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.

STS Facilitation of Communication

Sprint Relay STS CAs receive training on how to facilitate STS communication without interfering with the independence of the user. STS CAs are evaluated monthly on their ability to facilitate the call without altering content of the conversation or compromising the user's control. Sprint Relay users have full control of all of their relay calls.

A.3 Types of Calls

§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Sprint Relay Services

Sprint Relay provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Sprint Relay also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Sprint Relay retain full control of the length and number of calls placed anytime through relay. Sprint IP/IP Wireless CAs and VRS interpreters are also prohibited from refusing single or sequential calls or limiting the length of calls using relay services.

CapTel CAs are currently waived for outbound calls because the *CapTel* CA is not involved in the call set up and cannot refuse the call *CapTel* users dial sequential calls directly, therefore it is not possible for a *CapTel* CA to refuse sequential calls or limit the length of calls.

CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number no set up is involved and the *CapTel* CA cannot refuse to call. Please see Appendix K for more information on these waivers.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call. (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied. (iv) Relay services shall be capable of handling pay-per-call calls.

Sprint Relay works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Sprint Relay will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

When a TRS or *CapTel* call is placed through Sprint Relay, the user will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Sprint gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint will process calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of Choice (COC) program and as long as Feature Group D is at the Carrier's access tandem. Sprint works with the LECs and IXCs to compile and make available to all TTY or *CapTel* users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay.

Sprint VRS, Sprint IP and IP Wireless are waived from these requirements. Please refer to the Sprint VRS and IP Report to the FCC, Appendix L.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Sprint Relay provides access to all available relay call types. A complete list of all call types proved by Sprint may be found in Appendix H Sprint TRS Standard Features Matrix. Most call types are waived by the FCC for IP and VRS users. Please refer to the Sprint VRS and IP Report to the FCC, Appendix L.

Except where waived by the FCC, *CapTel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

TTY to TTY Call Release Functionality allows the CA to connect two TTY users and then drop off the line, leaving the two TTY customers connected. This is especially useful for customers needing to use a pre-paid calling card, reach another TTY user through a switchboard or operator, or when needing to speak with a voice user first. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

Frequently Dialed Numbers

Frequently Dialed Numbers, sometimes referred to as Speed Dial Numbers, allow relay users to store up to 10 frequently called numbers in their customer preference database along with a name for each entry. When initiating a call the user can then provide the name to Sprint Relay CAs, instead of the entire 10-digit number. The *CapTel* Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

Three-Way Calling

Customers who have purchased three-way calling from their LEC can use the feature when placing a call through Relay. This feature allows a customer to add a third party to a TRS call. For example, a TTY caller places a call to the Relay and then bridges another TTY person on his or her line. The original TTY caller then requests to place a call to a voice user. The CA will make the connection and Relay the call between the voice party

and both TTY users. This process would also apply if there were two voice customers and one TTY user on the line.

Sprint *CapTel* users are also able to participate in a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing the telephone switch hook (or “flash”) button on his or her CPE. Thus, Sprint *CapTel* meets the requirement for three-way calling for users of One-Line *CapTel*. For Two-Line *CapTel*, either party can initiate a three- way call should the user purchased this as a LEC option. Sprint *CapTel* users are also able to participate in a conference bridge to speak to three or more individuals.

§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

When a Sprint Relay caller reaches an answering machine, voice mail or interactive menu, the CA informs the relay caller by hitting a macro which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress. The CA then, if necessary, presses a hot key to record the voice announcement and relay the message back to the caller. The CA utilizes Sprint’s recording technology to obtain all information necessary on the first attempt. The CA relays all of the recorded information to the customer and deletes the recorded message. This technology greatly reduces the CA work time, as the CA does not need to make multiple outdials. In addition, Sprint relay callers are only charged for the first call. Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials the customer does not incur toll charges.

CapTel users are able to hear and interact directly with the recorded message and makes the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The *CapTel* user interacts with the recorded message system directly. This is treated as one call.

Callers to Sprint relay services access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will

only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone.

Relay New Hampshire's 900 number is 900-230-43040.

§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Sprint Relay TRS, Sprint IP/IP Wireless and VRS VIs provide both answering machine and voice mail retrieval. Please refer to Appendix H.

Answering Machine

Sprint Relay CAs will inform relay users when reaching an answering machine, voice mail or interactive menu. The CA will hit a "hot key" which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress.

When reaching a recorded message, the CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA can then play back the recording at a pace that allows them to relay the entire message to the caller, after which the recorded message is deleted. This technology greatly reduces the CA's work time and accordingly, time billed to the State.

The CA will type the entire outgoing message verbatim including the option for the Relay User to leave a message, if applicable.

The CA will leave the relay user's message in the appropriate mode of communication. Sprint has the capability to leave messages in both voice, text and touch tones (pagers).

Once the CA has left the message on the answering machine or voice mail, the CA will send a pre-programmed response to the relay caller stating:

(UR MSG LEFT) CA XXXXM/F GA

Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials, the customer does not incur toll charges. Customers will only be charged for the first call. CapTel CAs are also equipped with the ability to retrieve messages stored on a local answering machine.

Voicemail Retrieval

Sprint has the capability to retrieve messages from answering machines by placing an outbound call to a remote location or the same location. When a user requests to retrieve messages at the same location, the CA will instruct the user when to take the handset off

the hook and when to begin playing back the messages. The CA will retrieve all messages and relay verbatim. The recorded message will be automatically deleted by the system once the relay call is completed. The *CapTel* user both hears and interacts directly with the recorded message and makes the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The *CapTel* user interacts with the recorded message system directly. This is treated as one call.

A.4 Handling of Emergency Calls

§64.604(a)(4) Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Sprint meets the requirements of emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner. With one CA keystroke, Sprint's intelligent CA application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national database containing the ten-digit emergency number for every PSAP. Within seconds, this number is entered in the dial window and the call is then immediately initiated.

Sprint Relay considers an emergency call to be one in which the user of the Relay Service indicates they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E911 database that serves all of the United States and has uniform procedures, as noted below, which are followed at every Sprint Relay Center.

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a hot key.
- The CA terminal will post a query containing the caller's ANI to the E911 database.
- The E911 database currently responds with the telephone number of an appropriate PSAP; automatically dials the PSAP number and passes the caller's ANI to the E911 Service Center.
- The CA will remain on the line and will verbally pass the caller's ANI to the E911 Service Center Operator.

Relay users will be encouraged to dial 911 as their primary means of contacting Emergency Services. However, if a Relay user makes an emergency call through Relay, the Sprint CA will make every effort to correctly route the call to an appropriate PSAP based on the network and user-provided information. As required by the FCC, CAs will remain on the line and give the Emergency Service Provider the caller's telephone number, even if the caller is no longer on the line.

It is Sprint's opinion that in some emergencies, valuable time could be lost if the TTY call were to be transferred to the PSAP, and the results could be life threatening. Therefore, Sprint will allow direct TTY-to-TTY communication in the following scenarios, if allowed by the FCC:

- At the request of the caller,
- At the request of the PSAP Operator or PSAP Supervisor,
- The CA will remain connected and will silently monitor the call, if:
- The PSAP is not capable of receiving and conversing directly with the caller in the modality of the caller (i.e. if the caller is using a communication modality other than TTY, [i.e., VCO, HCO, STS, ASCII, VRS, or Internet Relay]), or
- The CA is having technical trouble transferring the call to the PSAP (i.e., the caller is disconnected from the PSAP; the PSAP cannot establish a TTY connection, etc.).

The CA will assist, as necessary, to maintain communications between the PSAP and the caller. Otherwise, the Sprint CA will remain on the line to provide assistance as necessary to facilitate communication for all emergency calls and will not disconnect until the call has been completed.

911 services are currently waived for IP and VRS providers. Sprint strongly encourages Internet Relay users to dial 911 directly to receive prompt emergency services via TTY or phone.

Sprint IP via website permits manual 911 processing. If user tell operator to dial 911, operator will request supervisor assistance. User will need to provide the address and city where he/she is calling from. Supervisor will call Directory Assistance (on separate phone call) to obtain a 10-digit emergency PSAP number. Then the supervisor will pass it to CA to make outbound call to 911 dispatcher (PSAP). It can take few minutes or so to get the information. Users are encouraged to enter 10-digit emergency number on the website for more efficient call processing.

More information about Sprint's procedure for handling E911 calls, including *CapTel* calls, may be found in Appendix D.

Telecommunications Service Priority Program

Sprint announced on October 31, 2005, that it had completed all milestones in enrolling its Telecommunications Relay Service (TRS) in the FCC's Telecommunications Service Priority (TSP) program. On May 11, 2005, Sprint began implementing TSP throughout

its network. On October 31, Sprint successfully activated all 14 call centers under the TSP program. Sprint's participation in the TSP Program strengthens their already robust reliability.

In 1988, the TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

The Sprint TRS network is designed to reroute traffic to other Sprint Relay centers across the country to provide uninterrupted service. However, if a national or regional emergency causes service to be disrupted and the relay call center is unable to receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) are required to restore service to the relay call center as rapidly as possible consistent with the priority status assigned to the relay call center. Unlike other TRS providers, when a disaster occurs, Sprint TRS has the ability to reroute calls immediately to unaffected relay call centers and continue processing calls with minimal customer impact.

The Sprint relay call centers participating in TSP are:

- Albuquerque Switch (Albuquerque, NM and Honolulu, HI)
- Austin Switch (Austin, TX and Lubbock, TX)
- Dayton Switch (Dayton, OH and Cayce, SC)
- Independence Switch (Independence, MO)
- Jacksonville Switch (Jacksonville, FL)
- Lemoore Switch (Lemoore, CA)
- New Jersey Switch (Vineland, NJ)
- Sioux Falls Switch (Sioux Falls, SD and Moorhead, MN)
- Syracuse Switch (Syracuse, NY and Holyoke, MA)

The TSP program ensures that the Sprint relay call centers are placed on a priority basis to re-establish telephone service for state relay users. Sprint is proud to voluntarily comply with the FCC's TSP program. Please see Appendix N for a copy of the general press release regarding the TSP program.

A.5 STS Called Numbers

§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Sprint's Relay customer database is available to Speech-to-Speech (STS) users. The database can be used to store a list of names, frequently dialed telephone numbers, and

customer notes. The database automatically appears on the CA's terminal screen each time a user dials into one of the Sprint relay numbers. The customer database helps to facilitate call set up and conversing preferences for the STS user. Customer profile information contained in the Sprint Customer Database will be transferred to any new provider at the end of the contract term. Currently, STS is waived from Internet Relay, Video Relay and *CapTel* services.

Technical Standards²

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Each Sprint CA position is capable of receiving and transmitting in voice, Baudot including TurboCode™ and E-TurboCode™ as well as ASCII codes. Upon a call being received at the CA position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA work time to a minimum.

ASCII rates up to and including 19,200 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported.

Sprint IP currently provides services via ASCII connection. Currently, ASCII and Baudot requirements are waived for *CapTel* services. For more information about *CapTel* waivers, see Appendix K.

B.2 Speed of Answer

§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint Relay has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements. Historical call detail is gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined with state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

² Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The Sprint Centers that serve New Hampshire are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the New Hampshire call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. The data are monitored for both short- and long-term trends to ensure the most cost-effective use of resources.

Sprint also meets requirements for Sprint IP/IP Wireless, VRS and *CapTel* calls. Sprint *CapTel* ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold. Abandoned calls are included in the speed-of-answer calculation. Sprint *CapTel* system is designed to a P.01 standard or greater measured on a daily basis.

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint has met the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint currently samples every 15 minutes.

Sprint Relay is committed to providing relay users with functionally equivalent telecommunication services as that enjoyed by standard telephone users. To this end, Sprint will continue to answer 85% of all relay calls within 10 seconds. There will be no more the 30 seconds of elapsed time between receipt of dialing information and the dialing of the requested number.

Sprint begins measuring speed-of-answer at the time the call hits the Relay switch. Calls are answered by a live CA and are not to be placed in a queue or on hold after reaching the Relay switch.

Sprint's Service Level calculation for TRS

Sprint's Service Level calculation for all TRS calls, excluding *CapTel*, is described below:

Number of calls handled < 10 seconds / (total calls handled + total calls abandoned)

The SVL is the number of calls handled in 10 seconds or less divided by the total number of calls offered.

(Number of calls offered = total number of calls handled + total number of calls abandoned),

(SVL = Number of calls handled in < 10 / Number of calls offered).

Sprint's Service Level Calculation for CapTel

For *CapTel* users, the number of calls that arrive at the *CapTel* call center will be the number of Calls Offered.

The number of calls that are answered by a CA is the number of Calls Answered.

The time for each call between the time the call arrives at the *CapTel* call center and the time answered by a CA until it is abandoned is the Speed of Answer.

Any time spent in the Voice-in telephone menu is time controlled by the user to enter in the phone number of the CapTel user they are calling. This time is subtracted out from the Speed of Answer time.

The total number of calls with the Speed of Answer as 10 seconds or less is the number of Qualifying Calls.

Qualifying Calls divided by Calls Offered = Service Level (x percent of calls answered within 10 seconds).

Sprint's Weighted Service Level for TRS

Sprint uses a 'weighting' process to combine the results of several Call Centers into a single result:

The 'weighted' service level (SVL) is a calculation that multiplies the number of 'State' calls handled in each center by the center's daily SVL (the outcome is a factor called 'SVL points'). The resultant 'SVL points' for each center that handled that 'State' traffic is then summed. The sum of the 'SVL points' is then divided by the total number of 'State' calls to get a daily 'weighted' SVL.

Sprint will answer 85% of all calls within 10 seconds on a daily basis and will not place a caller in queue or on hold. The ten seconds begins at the time the call is delivered to the Sprint Relay Center and Sprint will ensure that adequate network facilities are available to avoid the possibility of a busy response due to loop trunk congestion.

Sprint's Weighted Service Level for CapTel

While *CapTel* operates two *CapTel* call centers, all calls are directed through one Automatic Call Distributor switch. All calls are answered in the order received and is measured, unweighted, by this switch.

§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

Sprint considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment, facilities and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.

Please see (b)(2)(ii) above.

§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Please see (2) (b)(ii) above.

§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.

Sufficient transmission facilities have been provided to service all traffic levels, including busy hour peaks. Sprint utilizes trunks that are sized to provide a busy hour Grade of Service (GOS) of P.01 or a minimum of 99 out of 100 calls will have unrestricted and immediate access to the call center facilities during the busiest time of day.

Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations.

Sprint ensures no greater than 1% blockage on a daily basis. Sprint offers state Relay customers the advantages of a superior digital fiber network unsurpassed in the industry. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

The Sprint network switch architecture is non-hierarchical, that is, all switches are directly interconnected. Sprint switches are processor-controlled using advanced digital technology and are virtually non-blocking. A call across the Sprint network passes over Inter Machine Trunks (IMT) which are engineered at P.01 Grade of Service (GOS) at the busy hour to allow for maximum network call completion. The P.01 GOS requirements ensure that at least 99% of calls to the Relay Center will reach a CA. The Local Exchange Carrier (LEC) network typically utilizes a P.01 grade of service also, and similar blockage rates should apply on their facilities.

§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Performance of inbound traffic on each toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

Sprint Relay complies with this requirement. Please refer to Sprint Relay's report to the FCC under Appendix L.

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Sprint provides Relay New Hampshire callers with the ability to have their intrastate, interstate and international calls carried by any Interexchange carrier who has agreed to participate in the Relay New Hampshire Carrier of Choice (COC) program. When a

caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant, if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

The current participating members of Sprint Carrier of Choice program are:

- AT&T Communications
- Bell South Long Distance
- Bestline
- Birch Telecom
- Broadwing Communications
- Broadwing Telecommunications
- Cox Communications
- Excel Telecommunications, Inc.
- Global Crossings Telecommunications
- MCIWorldCom
- McLeod USA
- Qwest Communications
- SBC Communications Long Distance
- Souris River Telecommunications
- Sprint
- Telecomm*USA (MCIWorldCom)
- Touch America Services, Inc.
- U.S. Link
- VarTec dba Clear Choice Communications
- VarTec Telecom, Inc.
- Verizon Long Distance
- Winstar
- Working Assets
- WorldCom
- WorldXChange

If a Relay New Hampshire caller does not indicate a COC preference to the CA either on-line or in their customer database (or if their preferred carrier is not a COC participant), the call will be carried over the Sprint network. As with calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates. When the requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation.

Please see Appendix E for a sample of the Carrier of Choice letter sent to carriers when a customer has a preferred interexchange carrier that does not participate in the Sprint COC program.

B.4 TRS Facilities

§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Sprint TRS and Sprint Relay Customer Service are both available 24 hours a day, every day of the year. Sprint utilizes both UPS and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. Sprint IP/IP Wireless, VRS and *CapTel* Relay Services are also available 24 hours a day, seven days a week.

§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Sprint Relay Network Support Plan

Service Reliability

Sprint's service is provided through an all-fiber sophisticated management control networks that support backbone network with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to a state, and a competitive differentiation of the Sprint network.

Network switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for a state.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically

is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

Do everything possible to minimize the impact of a "single point of failure." This includes:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.
- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
 - Utilization of established plans to respond effectively to these outages.
 - The capability to rapidly deploy network transmission facilities when needed.
 - Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.
- The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

Please see Appendix F for Sprint's Route Outage Prevention Programs. Also, please refer to the Disaster Recovery Plan provided in Appendix G for a complete explanation of Sprint's back-up plan.

B.5 Technology

§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

Sprint is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Sprint will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Sprint receives calling party identifying information including blocking information, from all Relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

Sprint meets all minimum technological standards regarding Video Relay Service. Sprint VRS is available through www.sprintVRS.com and sprintrelay.tv (for Videophone users).

On July 31, 2006 Sprint launched **MySprintVRS number**. This **MySprintVRS Number** feature empowers deaf and hard-of-hearing Video Relay Service (VRS) users with a simply means of receiving incoming calls. With MySprintVRS Number, a hearing user simply dials one toll free number and quickly reaches an Interpreter who connects them to the deaf or hard-of-hearing VRS user without supplying any additional information.

The value of a dedicated personal number is generally taken for granted. Without a dedicated personal number, things such as entering a contact number in a department email directory or printing one simple number on a business card are much more complicated. Today telephone numbers are also used as account identifiers or for ordering items. Sprint, unlike most other VRS providers, makes this possible.

For VRS users who have not registered for MySprintVRS, hearing callers may dial a general access toll-free number and provide the VI with the VRS user's IP Address, or their Sprint VRS Mail extension number.

On October 28, 2006 Sprint introduced a revolutionary means of wirelessly accessing Sprint VRS mail. Sprint, as a telecommunications provider, is uniquely positioned to make retrieval of VRS mail from wireless devices possible from devices with Windows Media Player capability. ***Sprint VRS Mail for wireless devices*** is extremely popular and empowers VRS users to access and playback VRS message directly from their handset.

In addition to providing SprintIP Relay Services, Sprint is also proud to offer the deaf and hard-of-hearing community with cutting-edge technology using Sprint IP using AIM®. Sprint IP is capable of blending the easy-to-use capabilities of Sprint IP Relay with the power of wireless devices and equipment that run AIM®. In addition to the ability to place a relay call over the internet, the wireless user can access Sprint IP on a wireless device with AIM. This service allows users to access relay from the park, a restaurant, or even the airport – anywhere a wireless device can access the internet and AIM.

Sprint also provides *CapTel* services, which is recognized as an enhanced VCO service.

For more information on technology provided through Sprint Relay, please refer to Appendix M, Sprint Relay Fact Sheet.

B.6 Caller ID

§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Sprint Relay offers a network-based Caller ID for all outbound calls which traverse over Sprint's integrated Services Digital Network (ISDN) and SS7 with FGD network. This feature supports Caller ID for all local and long distance calls. In all cases in which it is received, Sprint forwards the calling party's ANI (Automatic Number ID) to the terminating LEC for long-distance calls utilizing Sprint's Feature Group D trunks (FGD). As with standard telecommunications, the terminating LEC may or may not choose to use this ANI information as Caller ID information and pass this on to the terminating number. When passed through, the relay call recipient will be able to see the caller's phone number on their caller ID display (the caller ID option feature must first be purchased through their LEC). When not passed through, as with standard telecommunications, the call recipient will receive a message such as "OUT OF AREA" or "CALLER UNKNOWN."

Functional Standards³

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.
(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

Sprint provides states with copies of TRS Customer Contact forms, which contain the date a complaint is filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other information pertinent to a state. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

By June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1- May 31 to the State relay administrators.

C.2 Contact Persons

§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

Amanda Noonan, Director-Consumer Affairs
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 20
Concord, NH 03301

Voice: 603-271-1164

³ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

Fax: 603-271-3878
puc@puc.nh.gov

C.3 Public Access to Information

§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard-of-hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

The Relay New Hampshire outreach program is provided by Sprint, with an in-state outreach organization called Northeast Deaf and Hard of Hearing Services (NDHHS), based in Concord, NH. In addition, Sprint works closely with a contractor, Joan Marcoux, who does the outreach and training support for hard-of-hearing people, especially those with VCO needs. Information about the outreach program is distributed through brochures, newsletters, the website www.relaynewhampshire.com, informational video tapes, business workshops, exhibits, one-to-one meetings, and recreational events.

C.4 Rates

§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination

Relay New Hampshire users are charged no more for services than for those charges paid by standard “voice” telephone users. Relay New Hampshire users that select Sprint as their interstate carrier will be rated and invoiced by Sprint. Callers will only be billed for conversation time. Relay New Hampshire users that select a preferred interstate carrier via the Relay New Hampshire COC list will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint’s Message Telephone System (MTS) rates.

	Intrastate	Interstate
Day (7 AM – 6:59 PM)	35%	50%

Evening (7 PM – 10:59 PM)	51%	50%
Night/weekend (11 PM – 6:59 AM; all day Saturday & Sunday)	62%	50%

C.5 Jurisdictional Separation of Costs

§64.604 (5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Relay New Hampshire intrastate and interstate relay minutes are reported separately and distinctly to the State on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State.

On individual customer invoices, Sprint deducts minutes that the National Exchange Carrier Association (NECA) would reimburse. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, States receive only a 51% deduction for Toll Free and 900 minutes since this is what NECA would reimburse. For NECA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to NECA for reimbursement.

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity,

regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

Sprint has a comprehensive Customer Complaint Tracking program. A supervisor or Operations Administrator is available 24 hours a day to accept complaints, document and forward documentation to the proper source for resolution. Supervisors provide immediate feedback to both the customer and the CA.

Sprint will provide copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to Relay New Hampshire. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

The complaint resolution procedure outlines the steps to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The Account Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the Account Manager for resolution and follow-up with the customer. Relay New Hampshire customers also have the option of calling our 24-hour Customer Service department (1-800-676-3777) or the Relay New Hampshire Account Manager to file complaints or commendations.

Sprint has the capability to transfer the caller on-line to the Customer Service department. A Customer Service representative will always answer the calls live. The assigned Account Manager is responsible for tracking all commendations and complaints and sending copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month. To assist customers in identifying contact information for complaints, the toll-free Customer Service number and other contact information is included on all brochures and Outreach materials, including relay web sites.

Sprint Relay submits all Interstate Relay (Sprint IP, IP Wireless) and Video Relay Service complaints, received from June 1 through May 31, directly to the FCC by the July 1 deadline.

The State of New Hampshire adheres to the FCC's complaint/resolution policies. Sprint usually resolves issues and sends monthly customer contact reports within 30 day after the end of the month.

Sprint Relay consumer complaint data for New Hampshire for the 6/2002 through 5/2007 period is shown in Appendix S.

C.7 Treatment of TRS Customer Information

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

The Sprint Customer Preference Database includes such items such as types of call, billing information, speed dialing, slow typing, carrier of choice, as well as emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes are included in the customer profile. Should the New Hampshire Public Utilities Commission revoke Sprint's franchise to provide TRS in the state and award the franchise to a new provider, Sprint will transfer all Relay New Hampshire database records to the next incoming relay provider at least 60 days prior to the last day of service in a usable format.

State of New Hampshire Establishment and Oversight of TRS Program⁴

NHPUC Order No. 20,236, dated September 10, 1991, established TRS in New Hampshire and granted Sprint the State's TRS franchise. NHPUC Order No. 20,236 is shown in Appendix T. Sprint was granted the State's TRS franchise again, in September, 1999.

In accordance with an agreement reached by New Hampshire local exchange carriers (LECs) in 1992, in which the LECs established a trust fund to administer payments to the State's TRS provider, the NHPUC oversees payments made to Sprint for New Hampshire relay. Each month, Sprint remits its invoice to the NHPUC for service it provided in the prior month. After confirming the reasonableness and arithmetic accuracy of an invoice, the NHPUC authorizes Citizens Bank, the TRS trust administrator, to pay the invoice from the fund. LECs contribute to the trust monthly, based on the number of access lines times the TRS rate. The current TRS rate, 2 cents per line, was adopted by NHPUC Order No. 24,731, dated February 16, 2007 (shown in Appendix U). LECs recover their contributions to the trust by including the TRS rate in customers' monthly local rates. Under this methodology all ratepayers support the TRS fund.

⁴ Narrative prepared by NHPUC.

Appendices

Appendix A: 47 CFR 64.604 Mandatory Minimum Standards

§64.604 MANDATORY MINIMUM STANDARDS⁵

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(a) *Operational standards*—(1) *Communications assistant (CA)*. (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A “qualified interpreter” is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

(v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

(2) *Confidentiality and conversation content*. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

(3) *Types of calls*. (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

⁵ This is FCC’s notation: Note that some of these requirements have been waived for certain forms of TRS.

(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

(iv) Relay services shall be capable of handling pay-per-call calls.

(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

(4) *Handling of emergency calls.* Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

(5) *STS called numbers.* Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

(b) *Technical standards*—(1) *ASCII and Baudot.* TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

(2) *Speed of answer.* (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

(D) The system shall be designed to a P.01 standard.

(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

(3) *Equal access to interexchange carriers.* TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

(4) *TRS facilities.* (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

(5) *Technology.* No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 *et seq.*

(6) *Caller ID.* When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

(c) *Functional standards—(1) Consumer complaint logs.* (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

(2) *Contact persons.* Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;

(ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and

(iii) The physical address to which correspondence should be sent.

(3) *Public access to information.* Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should

extend to all segments of the public, including individuals who are hard-of-hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

(4) *Rates.* TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

(5) *Jurisdictional separation of costs*—(i) *General.* Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

(ii) *Cost recovery.* Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

(iii) *Telecommunications Relay Services Fund.* Effective July 26, 1993, an Interstate Cost Recovery Plan, in this section after referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

(A) *Contributions.* Every carrier providing interstate telecommunications services shall contribute to the TRS Fund on the basis of interstate end-user telecommunications revenues as described in this section. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

(B) *Contribution computations.* Contributors' contribution to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to interstate end-user telecommunications revenues. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject carrier must contribute at least \$25 per year. Carriers whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Service providers whose contributions total \$1,200 or more may divide their contributions into equal monthly payments. Carriers shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer & Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

(C) *Data collection from TRS Providers.* TRS providers shall provide the administrator with true and adequate data necessary to determine TRS fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS operating expenses and total TRS investment in general accordance with part 32 of the Communications Act, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements. The administrator and the Commission shall have the authority to examine, verify and audit data received from TRS providers as necessary to assure the accuracy and integrity of fund payments.

(D) [Reserved]

(E) *Payments to TRS providers.* TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in §64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.

(F) TRS providers eligible for receiving payments from the TRS Fund are:

(1) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to §64.605; or

(2) TRS facilities owned by or operated under contract with a common carrier providing interstate services operated pursuant to §64.604; or

(3) Interstate common carriers offering TRS pursuant to §64.604; or

(4) Video Relay Service (VRS) and Internet Protocol (IP) Relay providers certified by the Commission pursuant to §64.605.

(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.

(H) Administrator reporting, monitoring, and filing requirements. The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with

the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.

(I) *Information filed with the administrator.* The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by the Chief of the Consumer & Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (*See* 47 CFR 54.701 of this chapter), the North American Numbering Plan administration cost recovery (*See* 47 CFR 52.16 of this chapter), and the long-term local number portability cost recovery (*See* 47 CFR 52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under §0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.

(J) The administrator's performance and this plan shall be reviewed by the Commission after two years.

(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.

(6) *Complaints*—(i) *Referral of complaint.* If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

(iii) *Jurisdiction of Commission.* After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.605.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) *Complaint procedures.* Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.

(A) *Informal complaints—(1) Form.* An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.

(2) *Content.* An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).

(3) *Service; designation of agents.* The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.

(B) *Review and disposition of informal complaints.* (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail).

(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

(C) *Formal complaints.* A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:

(1) The name and address of the complainant,

(2) The name and address of the defendant against whom the complaint is made,

(3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and

(4) The relief sought.

(D) *Amended complaints.* An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.

(E) *Number of copies.* An original and two copies of all pleadings shall be filed.

(F) *Service.* (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.

(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.

(G) *Answers to complaints and amended complaints.* Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.

(H) *Replies to answers or amended answers.* Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.

(I) *Defective pleadings.* Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.

(7) *Treatment of TRS customer information.* Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

[65 FR 38436, June 21, 2000, as amended at 65 FR 54804, Sept. 11, 2000; 67 FR 13229, Mar. 21, 2002; 68 FR 50977, Aug. 25, 2003; 69 FR 5719, Feb. 6, 2004; 69 FR 53351, Sept. 1, 2004; 69 FR 55985, Sept. 17, 2004; 69 FR 57231, Sept. 24, 2004; 70 FR 51658, Aug. 31, 2005; 70 FR 76215, Dec. 23, 2005]

§64.605 STATE CERTIFICATION.

(a) *State documentation—(1) Certified state program.* Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “TRS State Certification Application.” All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by

the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.

(2) *VRS and IP Relay provider.* Any entity desiring to provide VRS or IP Relay services, independent from any certified state TRS program or any TRS provider otherwise eligible for compensation from the Interstate TRS Fund, and to receive compensation from the Interstate TRS Fund, shall submit documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “VRS and IP Relay Certification Application.” The documentation shall include, in narrative form:

- (i) A description of the forms of TRS to be provided (*i.e.*, VRS and/or IP Relay);
- (ii) A description of how the provider will meet all non-waived mandatory minimum standards applicable to each form of TRS offered;
- (iii) A description of the provider's procedures for ensuring compliance with all applicable TRS rules;
- (iv) A description of the provider's complaint procedures;
- (v) A narrative describing any areas in which the provider's service will differ from the applicable mandatory minimum standards;
- (vi) A narrative establishing that services that differ from the mandatory minimum standards do not violate applicable mandatory minimum standards;
- (vii) Demonstration of status as a common carrier; and
- (viii) A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules.

(b) (1) *Requirements for state certification.* After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation:

- (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and
- (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

(2) *Requirements for VRS and IP Relay Provider FCC Certification.* After review of certification documentation, the Commission shall certify, by Public Notice, that the VRS or IP Relay provider is eligible for compensation from the Interstate TRS Fund if the Commission determines that the certification documentation:

- (i) Establishes that the provision of VRS and/or IP Relay will meet or exceed all non-waived operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the VRS and/or IP Relay provider makes available adequate procedures and remedies for ensuring compliance with the requirements of this section and the mandatory minimum standards contained in §64.604, including that it makes available for TRS users informational materials on complaint procedures sufficient for users to know the proper procedures for filing complaints; and

(iii) Where the TRS service differs from the mandatory minimum standards contained in §64.604, the VRS and/or IP Relay provider establishes that its service does not violate applicable mandatory minimum standards.

(c)(1) *State certification period.* State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.

(2) *VRS and IP Relay Provider FCC certification period.* Certification granted under this section shall remain in effect for five years. A VRS or IP Relay provider may apply for renewal of its certification by filing documentation with the Commission, at least 90 days prior to expiration of certification, containing the information described in paragraph (a)(2) of this section.

(d) *Method of funding.* Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

(e)(1) *Suspension or revocation of state certification.* The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.

(2) *Suspension or revocation of VRS and IP Relay Provider FCC certification.* The Commission may suspend or revoke the certification of a VRS or IP Relay provider if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. The Commission may, on its own motion, require a certified VRS or IP Relay provider to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a certified VRS or IP Relay provider may not be in compliance with the minimum standards.

(f) *Notification of substantive change.* (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

(2) VRS and IP Relay providers certified under this section must notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change.

(g) VRS and IP Relay providers certified under this section shall file with the Commission, on an annual basis, a report providing evidence that they are in compliance with §64.604.

[70 FR 76215, Dec. 23, 2005]

Appendix B: Sprint TRS, STS, CapTel, and VRS Training Outlines⁶

Sprint TRS Training Outline

Module	Module Description
Module 1	Orientation <ul style="list-style-type: none">▪ Objectives▪ Welcome & History▪ Future of Sprint▪ What is Relay?▪ CA Training▪ Call Flow Chart
Module 2	Phone Image <ul style="list-style-type: none">▪ Objectives▪ Introduction▪ Communicating Information▪ Using Conversational Tone▪ Managing Dissatisfied Customers
Module 3A	Overview of System and Equipment <ul style="list-style-type: none">▪ Objectives▪ Logging In▪ Logging Out▪ Screen Display▪ Checking for Understanding▪ Headsets▪ Modem▪ Error Correction▪ Keyboard▪ Last Typed Macro Feature▪ English Macros▪ Spanish Macros▪ Telephony Terms
Module 3B	Interactive Terminals <ul style="list-style-type: none">▪ Knowing Your TTY▪ Closing a Conversation▪ Typing Background Noises
Module 3C	Overview of System and Equipment (FRS Only) <ul style="list-style-type: none">▪ Malfunctions▪ Relay Procedures▪ Confidentiality▪ Statistics▪ Handling Obscene Calls▪ Requesting a Supervisor▪ Reporting▪ Macros

⁶ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

Module	Module Description
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> ▪ Objectives ▪ Your Role as CA ▪ Call Processing for All States
Module 4B	Destinations of Traffic <ul style="list-style-type: none"> ▪ Destinations not Allowed ▪ IntraLata Competition ▪ State Differences
Module 4C	Answering Machines and Audiotext <ul style="list-style-type: none"> ▪ Record Feature ▪ Voice Answering Machine ▪ Voice to TTY Answering Machine ▪ Information Line ▪ Audiotext ▪ Voice Mail ▪ Pagers/Beepers (TTY-Voice) ▪ Pagers/Beepers (Voice - TTY) ▪ Variations ▪ Answering Machine Retrieval
Module 4D	Voice Originated Calls <ul style="list-style-type: none"> ▪ Local Call Description ▪ Toll Free and Paid ▪ Paid over Sprint Network ▪ Paid over Alternate Carrier ▪ Variations
Module 4E	Long Distance Calling <ul style="list-style-type: none"> ▪ FONcard ▪ LEC Card ▪ Optional Cards ▪ Pre-Paid Cards ▪ Collect ▪ Third Party ▪ Immediate Credit
Module 4F	VCO and HCO <ul style="list-style-type: none"> ▪ Voice Carryover (VCO) ▪ Inbound VCO Branding ▪ Busy Line ▪ No Answer ▪ Two-Line VCO ▪ Hearing Carryover (HCO) ▪ Non-Branded HCO ▪ Branded HCO

Module	Module Description
Module 4G	Alternate Call Types <ul style="list-style-type: none"> ▪ VCO to VCO ▪ VCO to TTY ▪ TTY to VCO ▪ HCO to HCO ▪ HCO to TTY ▪ TTY to HCO
Module 4H	Customer Database <ul style="list-style-type: none"> ▪ Customer Database Feature ▪ Customer Notes Window ▪ UCR Main Menu ▪ Name Submenu ▪ COC Submenu ▪ InterLata COC ▪ IntraLata COC ▪ Billing Method Window ▪ Billing Options ▪ Numbers Submenu ▪ Emergency Numbers ▪ Frequently Dialed Numbers (FD) ▪ Blocked Numbers ▪ Customer Notes
Module 4H	Customer Database <ul style="list-style-type: none"> ▪ Preferences ▪ Answer Type ▪ Language Type ▪ Outdial Restrictions ▪ Macros ▪ Last Number Redial

Module	Module Description
Module 4I	Variations <ul style="list-style-type: none"> ▪ Busy Signals ▪ Poor Connection ▪ No Answer ▪ Request for Information ▪ Speech Impaired ▪ Pacing Voice Customer ▪ Profanity towards CA ▪ Request for M or F CA ▪ CA Knows Customer ▪ Suicide ▪ Abuse ▪ Illegal Calls ▪ Sensitive Topics ▪ Redialing ▪ Switchboards ▪ Young Children ▪ Inbound ASCII ▪ Repeating Information ▪ Request for Relay Number ▪ Restricted Calls ▪ ASCII on Outbound Line ▪ Regional 800 ▪ Two Calling From Numbers ▪ LEC Service Office ▪ Double Letters ▪ Call Waiting ▪ Conference Calls ▪ Three-Way Calling ▪ Changing CAs ▪ 800 Number Referral ▪ Hard-of-Hearing Customer ▪ Call Backs for TTYs ▪ Multiple Calls
Module 4I	Variations <ul style="list-style-type: none"> ▪ Call Modification ▪ Holding ▪ Alternate Language ▪ Typing in Parenthesis ▪ Product Information ▪ Spanish Calls ▪ Voice Customer Hangs Up ▪ Variable Time Stamp ▪ TTY Customer Hangs Up ▪ Conversation being Recorded ▪ Prompting Voice for "GA" ▪ Non-Standard TTY Capability ▪ Internet Characters ▪ TTY does not type "GA" ▪ Cellular Long Distance Calls ▪ Party Line Calls

Module	Module Description
Module 5	Emergency Call Processing <ul style="list-style-type: none"> Emergency Calls Non-Emergency Calls Emergency Incident Form
Module 6A	Performance and Procedures <ul style="list-style-type: none"> Performance Measurement Plan Quality Customer Service Commitment Personal Effectiveness Assessment Survey and Replay Emergency Procedures Emergency Assistance Form Checking for Understanding
Module 6B	Healthy Relay <ul style="list-style-type: none"> Introduction Analogy Stretching Exercises CA Reinforcement Ergonomic Review Setting up Workstation GUAM - Get up and move
Module 6B	Healthy Relay <ul style="list-style-type: none"> Ergonomic Relief Slowing the Customer Overtime Relaxation
Module 7A	Responding Positively <ul style="list-style-type: none"> Stress Management Thoughts and Feelings Relaxing Emotionally Thinking Powerfully Exercise Nutrition Relaxation/Meditation Energy Resource Assessment Suggested Reading Leader's Notes
Module 7B	Healthy Detachment <ul style="list-style-type: none"> Interactive Communication TDD Communication Potential Stressors Detaching
Module 8	Assessing Performance <ul style="list-style-type: none"> Assessment Process Coaching Feedback Pass/Fail Guidelines Role Plays

Module	Module Description
Module 9	Supervisor as Trainer and Coach <ul style="list-style-type: none"> ▪ Introduction ▪ Objectives ▪ Being a Coach/Trainer ▪ An Adult Learner ▪ Giving Effective Instruction ▪ Feedback
Module 10	A Healthy Approach to Relay <ul style="list-style-type: none"> ▪ Learning Continuum ▪ Adult Education ▪ Dale's Cone of Experience ▪ Elements of Lesson Design ▪ Preparation for Training ▪ Warm Ups ▪ Voice Inflection ▪ Handling Interruptions ▪ Prep for Final ▪ Hearing Thru (TDD - Voice) ▪ Hearing Thru (Voice - TDD) ▪ Voice Thru (TDD - Voice) ▪ Voice Thru (Voice - TDD) ▪ Audiotext ▪ Information Lines ▪ Business Answering Machines ▪ Residential Answering Machines ▪ Beepers ▪ Spanish Answering Machine ▪ TTY Answering Machine

Speech-to-Speech Training Outline

Module 1	Orientation	
	<ul style="list-style-type: none"> Objectives Welcome & Introductions Description History 	What is Speech-to-Speech Differences from Relay Agent Training
Module 2	Speech-to-Speech Customers	
	<ul style="list-style-type: none"> Objectives Introduction Phone Image Characteristics of Speech-to-Speech Customers Breaking the Stereotypes 	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	Attributes of STS CAs	
	<ul style="list-style-type: none"> Objectives Patience Concentration Listening Skills 	Caller Control Sensitivity and Understanding
Module 4A	Call Processing Procedures	
	<ul style="list-style-type: none"> Objectives Your Role as CA Billing Directory Assistance Changing CAs 	
Module 4B	Answering Machines and Audiotext	
	<ul style="list-style-type: none"> Answering Machines SA to SD Answering Machine Busy/Disconnects Audiotext Message Pagers/Beepers 	
Module 4C	Emergency Call Processing	
	<ul style="list-style-type: none"> Emergency Services EM Numbers Emergency Incident Form 	
Module 4D	Variations	
	<ul style="list-style-type: none"> Outbound to Relay Personal Conversations Operator Calls Talking on Hold Keeping the Customer Informed Differentiating STS and Relay Outdialing to STS 	Using GA Spelling Announcement 900 Calls Request to Hold SD to SD through STS Non STS Calls

Sprint CapTel Training Outline

1.0 Training Summary Outline

1.1 Introduction/Tour

Introductions: Lead trainer, training assistant, Call Center director, and other administrative personnel that may be involved in the first day of training. Prospective CAs are given a tour of the building and the facilities. Each individual is given a security passkey and shown how to use it. The CTI building is a secured facility and the passkey is needed to enter the parking lot after normal business hours, enter the building and gain access to the Call Center floor by stairway or elevator.

1.2 Human Resources Overview

The Human Resource coordinator meets with each group to go over required employment paperwork for the State of Wisconsin, Call Center policies, non-disclosure agreement, confidentiality requirements, expected standards that must be met to pass out of training, and current scheduling needs.

1.3 Videos

Several videos are shown to better demonstrate the job of a CA and how the technology works and how it provides improved communication for our clients. After each video, questions are answered or clarified as needed.

1.4 Mini Demonstration *CapTel* Phone

A brief explanation of the *CapTel* phone and the captioning system is given including commonly used terminology when referring to each party involved in a call. Each trainee is then able to place a short call to experience using the *CapTel* phone. This helps individuals to better understand what we are asking them to provide our clients and what the client experiences.

1.5 Introduction - Developing a Personal Voice Profile

Developing a personal voice profile is the most important step to successfully process *CapTel* calls. CAs are given specific instruction as to how to speak, how to sit, and how to utilize the computer and headset to gain optimal accuracy.

1.6 Introduction - Training Program

The *CapTel* training program allows individuals to listen to various pre-recorded scripts and “re-voice” what they hear directly into the recognition program. Individuals are coached to focus on developing the proper re-voicing technique. This simulates the conversation or voice of the hearing person and having to repeat those words to the computer accurately. Through the progression of various training scripts CAs work to improve their speed of speech while maintaining accurate pronunciation of words based on each script.

1.7 Introduction - Call Handling Tools

Macros are utilized to aid in the speed and accuracy of calls. CAs listen to pre-recorded scripts that consist mainly of macro type words and learn to utilize the macros accordingly.

1.8 Introduction - Call Handling Skills –Pacing a Conversation

CAs are introduced to further call handling skills that allow them to pace various calls in order to provide accurate captions.

1.9 Introduction - Call Handling Skills – Inserting Words

CapTel trains its CAs to insert particular words that the Voice Recognition is not able to caption successfully or in a consistent manner. These words include such things as people's names and regional cities and towns.

1.10 Introduction – How to Handle Various Recordings

CAs are introduced to various types of calls and how to handle each. The importance of verbatim transcription, confidentiality, accuracy and speed are reviewed. CAs view a demonstration by the training assistant, and then each CA is assigned scripts relating to answering machines and automated recordings.

1.11 Introduction & Demo of *CapTel* Conversation

Each trainee observes each end of the “telephone call”, (CA, *CapTel* user, hearing person). Each CA assists in making “live” calls to other trainees. This encourages each CA to observe and experience what our clients experience on every call. It also allows the CA who is captioning an opportunity to practice their learned techniques on more realistic, true to life calls.

2.0 Introduction to Call Simulation

Live call simulation allows CAs to gain exposure to real incoming calls landing on the production floor, however they do not interfere with the quality of captions going to the *CapTel* user. New CAs are paired with experienced CAs on the production floor to observe and listen to live calls.

2.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive their first official timing for speed and accuracy baseline timings provide a progress report for each CA and develop a list of improvement areas. This measures the quality and accuracy of re-voicing.

2.2 Review of Baseline Timings

Training Scripts are assigned to the group. One at a time, each CA meets with the trainer to review their baseline timings. Feedback and review of standards and expectation are given.

2.3 Introduction to Correction Tool

The correction tool is introduced to provide CAs with another opportunity to provide the highest quality captions.

2.4 Review Training Elements

CAs meet as a group with the trainer to review the various elements that enable them to provide the quality of captions we expect from each CA.

3.0 Monthly Timing Policy

CTI's monthly timing policy is reviewed with all CAs. The importance of successfully passing these timings is emphasized.

3.1 Call Simulation-Timings

CAs are placed into a rotation of call simulation and receive an official timing. This second timing is a base-line timing in which re-voicing accuracy and call handling skills along with the ability to correct errors are evaluated. Each CA is unaware of when the timing will occur.

4.0 Production Floor Orientation

Current supervisors meet with the group of CAs to go over specific Call Floor procedures, expectations, break adherence, time clock, lockers, emergency plans, and point of contact individuals for questions and assistance.

CAs continue to progress onto the production floor and practice in the training room as needed. CAs are timed each day and progress is reviewed until a CA meets the expected standards or it is determined the individual is not suited for the position. Action is taken as necessary.

Video Relay Service Training Outline and Qualifications

All Sprint VRS interpreters are qualified and will adhere to the Registry of Interpreters for the Deaf (RID) Code of Ethics. The VRS interpreter qualifications are listed below:

- Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC or demonstrated State equivalent. (Note: In rare instances, VIs may process Sprint VRS calls prior to certification based on qualifications and interpreting skills).
- Possess English language skills at a college level.
- Observe strict confidentiality guidelines using RID's Code of Ethics.
- Function in a totally transparent mode.
- Possess strong receptive and voicing skills.
- Possess sensitivity to the needs of the Deaf, Hard-of-hearing and hearing parties
- Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings.
- Possess interpreting experience for persons who have minimal language skills.
- Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment.
- Exhibit superior customer service skills.
- Possess the skill to conduct video interpretation sessions with a wide range of individuals.
- Have a good command of English grammar and composition.
- Possess clear and articulate voice communications.
- Be familiar with speech and disability cultures, languages, and etiquette.
- Possess the ability to work under pressure.
- Be capable of working in a multi-tasked environment.
- Have the skill to conduct telephone conversations with a wide range of individuals.
- Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the INS Permanent Resident Card (INS Form I-551).
- Successfully completed, as a minimum, training to include deaf culture, American Sign Language, sensitivity to the capabilities and needs of people with speech impairments, the VI's role in the relay process, and training in interpersonal skills to handle difficult or stressful conversations.
- Beginning college level skills in English grammar and diction.

Appendix C: TRS Pledge of Confidentiality⁷

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISITORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE STRICTLY CONFIDENTIAL. The employee, contractor or visitor shall not reveal any information acquired during or observing a relay call. Any call-related questions or problems are to be discussed with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall transmit exactly what is said in the way that it is intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code and any applicable State and Federal laws pertaining to Telecommunications Relay Services and understand that failure to do so will lead to company disciplinary action that may result in my termination and criminal prosecution.

EMPLOYEE/CONTRACTOR/VISITOR SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE DATE

⁷ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

CapTel CA Pledge of Confidentiality

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the *CapTel* management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any *CapTel* call.
- I will not act upon any information received while processing a *CapTel* call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel* Inc.
- I will not share any information about *CapTel* calls with anyone except a member of the *CapTel* Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel* Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel* Inc. management staff.
- I will not share with anyone any technical aspect of my position at *CapTel* Inc. unless asked by a member of the *CapTel* Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at *CapTel* Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

Appendix D: E911 Call Procedure⁸

Sprint uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a “hot key”.
- The CA’s terminal sends a query to the E911 database containing the caller's geographic area ANI.
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller’s ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller’s ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller’s ANI to the E911 center operator.

When a CapTel user dials 9-1-1, Sprint will route the call directly to the most appropriate PSAP. The 911 PSAP center will receive the caller’s Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.

If a CapTel user had only one line connected to their CapTel phone, captions will not be engaged on the call. A prompt on the phone will instruct the CapTel user how to communicate with the 9-1-1 center to request Voice Carryover communications to begin. The PSAP would be engaged in typing directly to the user, and the user would be able to speak to the 911 dispatcher.

⁸ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH’s application to the FCC to renew its TRS program.

Appendix E: Sprint Carrier of Choice Letter of Invitation⁹



(date)

(name)

(Company name)

(address)

(telephone)

(fax)

(e-mail address)

Re: (Customer's name and phone number – requested LEC for COC)

Thank you for your interest to complete (Company Name) Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use (Company Name) LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS. The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard-of-hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

⁹ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.
2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Non-facility based provider

1. If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.
2. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

3. Your CIC codes or your underlying toll carrier CIC codes associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.
4. You or your underlying toll carrier will need to support SS7 tandem interconnection.
5. You or your underlying toll carrier will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair **60, 66, and 67**.
6. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

***Note:** For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.*

Attachment B lists Access Tandem Interconnection locations which Sprint TRS is connected with. The best way to provide access to your Toll network through relay service for your customers is to designate the 13 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem. *Attachment C* is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 45 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for (Company Name) LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at **no cost** to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue. Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call (Account Manager) at (phone number) or email at (e-mail address).

Sincerely Yours,

(your name)

CC: Michael Fingerhut, Federal Regulatory, Sprint
Angela Officer, Program Manager, Sprint

Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:

<u>Entity</u>	<u>CIC Code</u>
AT&T Communications	0288
Bell South Long Distance	0377
Bestline	0302
Birch Telecom	0678
Broadwing Communications	0948
Broadwing Telecommunications	0071
Cox Communications	6269
Excel Telecommunications, Inc.	0752
Global Crossings Telecommunications	0444
MCIWorldCom	0222
McLeod USA	0725
Qwest Communications	0432
SBC Communications Long Distance	5792
Souris River Telecommunications	0770
Sprint	0333
Telecomm*USA (MCIWorldCom)	0220, 0321, 0835, 0987
Touch America Services, Inc.	0244
U.S. Link	0355
VarTec dba Clear Choice Communications	0636
VarTec Telecom, Inc.	0465, 0638, 0811, 0899, 5111
Verizon Long Distance	5483
Winstar	0643
Working Assets	0649
WorldCom	0555, 0987
WorldXChange	0502, 0834

Updated: 8/12/07

Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated: 8/12/07

S A M P L E Letter of Authorization

< DATE >

<Name>, Account Manager
<Street1> <Street2>
<City>, <State> <Zip Code>
FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COC Tandems >.

1. Regional COC Tandems

You will need to provide Sprint with the following:

Toll Carrier: < insert name>

CIC Code: <insert CIC>

Underlying Toll Carrier: <insert name>

Underlying Carrier CIC Code: <insert CIC>

Choose Tandem Below

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

2. Call Type Restrictions

< Toll Carrier Brand Name > will accept any intrastate, international and operator services call types that will be routed to the < tandem location(s) > tandems.

OR

< Toll Carrier Brand Name > will accept any (*specify intrastate, interstate, international, and operator services*) call types except for (*specify what call types and restrictions*) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact < Name >, < Job Title >, < Department Name > at xxx-xxx-xxxx.

Sincerely, < Name >< Job Title >, < Department Name >

Appendix F: Sprint Route Outage Prevention Programs¹⁰

Call Before You Dig Program

This program uses a nationwide 800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, KS. As a back up, a secondary NOCC is located in Lenexa, KS. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC

¹⁰ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

interfaces with the Regional Control Centers (RCCs) to obtain geographical network status. The RCCs are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the NOCC.

The NOCC and RCC work closely with the ESOC in cases where a network problem may affect New Hampshire operations. In cases such as these, the NOCC or RCC immediately alerts the ESOC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOC when problems are detected in the TRS center that are not the result of internal center operations.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the New Hampshire call capabilities.

Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the RCCs located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the NOCC in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until commercial power is restored.

CAPTEL OUTAGE PREVENTION

Sprint will provide FCC compliant *CapTel* service from the two *CapTel* Service Centers in Madison and Milwaukee, WI. Sprint's *CapTel* vendor *CapTel Inc.* (CTI) operates the two current *CapTel* Service Centers in the nation. These unique Centers operate with enough terminals for 200 agents each, along with support personnel, Technicians, and Supervisors.

Both *CapTel* Service Centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two *CapTel* Service Centers ensures minimum interruptions in service if something unexpectedly halts operations in one Center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

Appendix G: Disaster Recovery Plan¹¹

Sprint's comprehensive Disaster Recovery Plan developed for Relay New Hampshire details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Intelligent Call Router (ICR) technology that Sprint employs. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately directs calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Communications Assistants (CAs) are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore the State to its full operating level in the shortest possible time.

Relay New Hampshire Notification Procedure

To provide Relay New Hampshire with the most complete and timely information on problems affecting their TRS, the trouble reporting procedure for New Hampshire includes three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the New Hampshire Public Utilities Commission within three hours if a service disruption of 30 minutes or longer occurs. For service disruptions occurring outside normal business hours, the initial report will be provided by 8:30 AM on the next business day. This initial report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Relay New Hampshire Account Administrator within five business days of return to normal operation. Examples of service disruption include:

- ACD failure or malfunction

¹¹ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

- Major transmission facility blockage
- Threat to CA's safety or other CA work stoppage
 - Loss of CA position capabilities

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, KS.

Disaster Recovery Procedures

If the problem is within the relay center serving Relay New Hampshire, maintenance can usually be performed by the on-site technician, with assistance from Sprint's ESOCC. If the problem occurs during non-business hours and requires on-site assistance, the ESOCC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service Due to Sprint Equipment or Facilities

- **Sprint Call Center Equipment** - A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.
- **Sprint or Telco Network Facilities** - For an outage of facilities directly serving the New Hampshire, incoming TRS calls will immediately be routed to one of ten other centers throughout the US. No calls will be lost. Repair of fiber or network facilities typically requires less than eight hours.
- **Due to Utilities or Disaster at the Center** - Immediate rerouting of traffic occurs with any large-scale center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.
- **Due to Telco Facilities Equipment** - A Telco equipment failure will not normally have a large effect on TRS traffic within a state unless it occurs on Telco facilities directly connected to the call center. In this case, normal Sprint traffic rerouting will apply. A failure at a Telco central office would only affect residents served by that office. If this occurs, it is at Sprint's discretion to dispatch a technician and the normal Telco escalation procedures would apply. The Telco escalation process is all during the normal business day; therefore, a trouble may be extended from one day to the next.

Trouble Reporting Procedures

The following information is required when a Relay New Hampshire user is reporting trouble:

- Service Description (“Relay New Hampshire”)
- Caller’s Name
- Contact Number
- Calling to/Calling from (if applicable)
- Description of the trouble

Service disruptions or anomalies that are identified by Relay New Hampshire users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint’s Maintenance Team for action. Outside the normal business day, the ESOC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint’s 11 TRS Call Centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

MTTR is defined and detailed in Tables A-1 and A-2:

Table A-1 Time to Investigate + Time to Repair + Time to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-2 Current MTTR Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint’s Mean Time to Repair is viewed from the customer’s perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within two hours, a Relay New Hampshire user may escalate the report to the next level. Table A-3 details the escalation levels.

Table A-3 Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 253-4394 Cell Phone Number Cell Phone 913-484-2263
3	Senior Manager, Technical Staff	Office Phone Number (913) 253-4396

Service Reliability

Sprint's service is provided through an all-fiber sophisticated management control networks support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network, with significant fiber miles in New Hampshire, provides critical advantages over the other carriers. These advantages include:

- **Quality**

Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

- **Economy**

The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.

- **Expandability**

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

- **Survivability**

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to Relay New Hampshire, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). New Hampshire's LATA is served by five Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With one POP in the state, all areas will be adequately serviced by Sprint.

Switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services. Relay New Hampshire is primarily served by DMS switches in Salem, Dover, Manchester, Nashua, and Portsmouth, New Hampshire and Boston and Springfield, Massachusetts.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET, and Signaling System 7.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for Relay New Hampshire.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Sprint Outage Notification from *CapTel* Service Center

Performance at the *CapTel* Service Center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the *CapTel* Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the *CapTel* Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting.
Examples of such a loss in service include:
 - An accidental switch rebooting
 - Loss of transmission facilities through the telephone network
 - Terrorist attack
 - Bomb threat or other work stoppage
 - Sudden loss of agent position capabilities.
 - Impact to minimum ASA / Speed of Answer times
 - Acts of God

Contact from the *CapTel* Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint Procedure for Outage Notification to Contract Administrators during Business Hours

Upon receiving notification from CTI during business hours (8AM to 5PM CT), Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 468-4345 M: (925) 895-9176 E: John.E.Moore@sprint.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable CA positions or, local area network outages, the *CapTel* Center on-site technician will notify *CapTel* Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 15 minutes will be email to the state Contract Administrator.

If the problem is within the *CapTel* Center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the *CapTel* Service center to allow for the most common type of repair required without the ordering of additional equipment.

Sprint Procedure for Outage Notification to Contract Administrators outside of Business Hours

Upon receiving notification from CTI outside of business hours (5PM to 8AM CT, Monday through Friday, and all day Saturday, Sunday and holidays), John Moore (or Angie Officer) will notify Contract Administrators immediately by email of an outage if possible, but by no later than 8AM CT the next business day. Follow-ups and post-mortem will still be provided within the required guidelines.

Disaster Recovery Follow-Up

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

Disaster Recovery Post-mortem documentation

72 hours (3 days) after the outage is resolved, CTI will need to provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point of contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are or were impacted?
- 4) What is the solution to restore service?
- 5) What is the time that service will be or was restored IN CENTRAL TIME?
- 6) What will *CapTel*, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

Time Frames for Service Restoration

Complete loss of service due to equipment -

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- Two hours at first level
- Four hours at second level
- Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

Partial loss of service – Due to Equipment

- Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- Eight hours at first level
- Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

Trouble Reporting Procedures (for Individual Customers to Customer Service)

All calls concerning customer service issues should be placed by dialing the *CapTel* Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English only. A Customer Service agent will take information concerning:

- Caller's Name
- Contact Number
- Calling to / Calling from (if applicable)
- Description of the trouble

Report service affecting trouble to Customer Service during normal business hours, 8:00 AM to 5:00 PM Central Time, Monday through Friday. Normal business hours do not include Saturday, Sunday, and holidays.

Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(877) 437-4660 Pam.Frazier@captelmail.com

Table 4 – CapTel Customer Service Escalation Procedures

Hours outside the normal business day are 5:00 PM to 8:00 AM Central Time for every day of the week (Monday through Friday), and all day Saturday, Sunday, and holidays. Outside of normal business day hours, a recording will play and trouble calls can leave a message for customer service to follow up during the next business day.

The recording played to customers outside of CapTel customer service business hours:

Thank you for calling CapTel customer service. Our hours are Monday through Friday from 8AM to 5PM central time. You may try again during business hours or leave a voice mail message by pressing 3 now.

If the “3” button is pressed, then the customer will hear the following message:

Thank you for calling CapTel customer service. We are unable to take your call at this time. Please leave a detailed message with your name and phone number with area

code, or email address, and a reason for your call, and one of our representatives will return your call as soon as possible.

Alternative usage for CapTel phone during outage for VCO users.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 711 (user must dial only 711 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call.

Appendix H: Sprint TRS Standard Features Matrix¹²

Mandatory Features	Description/Benefits	Cost
Answering Machine Retrieval	This feature allows Relay callers to retrieve their answering machine or voice-mail messages through the CA (Relay Agent, Relay Operator, Communication Assistant), referred to in this document as “CA”.	No Additional Cost
ASCII Split Screen	The feature enables an ASCII user to communicate with the Relay in full duplex mode. Similar to voice-to-voice conversation, it provides interrupt capability as appropriate for the ASCII user and the voice party.	No Additional Cost
Automated Number Identification (ANI) Technology	ANI is the telephone number of the line initiating a call. The number is identified by the switch and passed over the network to the CA workstation.	No Additional Cost
CA Typing Speed	Text transmission of 60 wpm.	No Additional Cost
CA 10-minute In-call replacement	CAs are required to stay with a TRS call for a minimum of 10 minutes and with a STS call for minimum of 15 minutes.	No Additional Cost
Caller ID	Caller ID featuring SS7 technology is used to deliver the ten digit phone number of the calling party, when not blocked through the LEC for local and toll calls.	No Additional Cost
Call Response Time	Call response time is measured from the time it takes the call to hit the CA position from the Relay Center call controller switch. Sprint will adhere to the State’s requirements regarding answer time.	No Additional Cost
Background Noises	During the call, TTY callers will be informed of background noises through CA’s tying in parenthesis.	No Additional Cost
Beepers and Pagers	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the Relay users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.	No Additional Cost
Branding of Call Type - Temporary	This feature refers to the system’s ability to answer an incoming call based on the previous call in the caller’s communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind).	No Additional Cost
Branding of Call Type – Permanent	This feature refers to the system’s ability to brand the caller’s preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind – permanently.	No Additional Cost
Carrier-of-Choice	This feature allows Relay callers to choose their preferred Carrier for interstate/international and in some cases intra-island calls.	No Additional Cost
Cellular/PCS Phone Access	Allows Relay Cellular customers to reach the Relay 800 number(s) to complete Relay calls.	No Additional Cost
Custom Calling Services	Through the Customer Database feature, this feature allows Relay callers to have traditional LEC services i.e. frequently called numbers.	No Additional Cost
Customer Database	Allows Relay callers to enter specific information in a profile i.e. Carrier-of-Choice, emergency numbers, last number redial, customer notes, frequently dialed numbers, etc. to expedite their call set-up time.	No Additional Cost

¹² Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH’s application to the FCC to renew its TRS program.

Mandatory Features	Description/Benefits	Cost
Name and Address	This information could save valuable time when calling emergency services.	No Additional Cost
Long Distance profile	Callers' preferred Carrier for in-State and out-of-state long distance calls. Callers can also indicate their preferred billing option when placing long distance calls.	No Additional Cost
Frequently Dialed Numbers	This feature allows users to set up and access "speed dial" calls through the Relay.	No Additional Cost
Outdial Information	This feature allows the CA to be aware as to how the caller answers the phone and which language type they will communicate in.	No Additional Cost
Customer Notes	This feature informs the CA of special requests to handle calls i.e. "do not announce the service", preferred CA gender, etc.	No Additional Cost
Outdial Restrictions	Callers may restrict the type of call i.e. long distance, international, 900, etc. to be placed through the Relay.	No Additional Cost
Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc. to expedite the emergency call processing.	No Additional Cost
Customized 800 Access	Each State has dedicated Relay 800 numbers to access the Relay service.	No Additional Cost
Deaf-Blind Pacing (Slow-typing)	This feature provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.	No Additional Cost
Delayed Call Announcer	Sprint sends a delayed call announcer when the call is not answered within 30 seconds. The feature alerts Relay callers that they are on-line and on hold for next available CA.	No Additional Cost
Dialed Number Verification	This feature echoes the number being outdialed and the call type in the TTY Dial string macro. This feature helps TTY callers know if a number has been misdialed and the type of call they are placing.	No Additional Cost
Directory Assistance (Intrastate/Interstate)	This feature allows Relay callers to reach Directory Assistance at rates no greater than that of traditional voice users. When the number is obtained, the caller may choose to place the call through the Relay or dial direct.	No Additional Cost
Emergency Assistance	This service provides emergency assistance for Relay callers through Sprint's E911 database and/or their Customer Database profile.	No Additional Cost
Enhanced Modems	Sprint's TRS modems support enhancements in ASCII communication protocols. The capabilities of Sprint's modems include auto detection; connections with modems up to 14.4k; and faster ASCII detection (3 seconds).	No Additional Cost
Error Correction	Sprint Relay workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations, while increasing typing speed and reducing conversational minutes.	No Additional Cost
Gender ID	This feature provides the gender of CAs in the TTY greeting macro.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Hearing-Carry-Over (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.	No Additional Cost
HCO-HCO	HCO users can contact HCO users through the Relay. The CA will voice to both parties what is typed on each user's TTY.	No Additional Cost
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: [STATE]RELAY 1234F YOU MAY HEAR VOICE OR USE TTY GA	No Additional Cost
HCO-TTY	HCO users can contact TTY users through the Relay. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.	No Additional Cost
Voice-Carry-Over (VCO)	VCO allows Deaf or Hard-of-Hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA types the voiced responses back to the VCO user who can read the typed messages across the TTY screen.	No Additional Cost
Two-line VCO	This feature allows VCO callers with two telephone lines to use one line to speak directly to the hearing person while the other line is used to receive the CA's typed responses simultaneously. Two-Line VCO offers a more natural flow of conversation without pauses required with single line calls.	No Additional Cost
Reverse 2-Line VCO	This feature is similar to Two-line VCO. In R2LVCO, a VCO user receives a call from a voice user first then dials/connects the Relay CA.	No Additional Cost
VCO-HCO	VCO users can contact HCO users through the Relay. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.	No Additional Cost
VCO-VCO	VCO users can contact other VCO users through the Relay. The CA listens to VCO users speak and type the spoken words for the parties at both ends.	No Additional Cost
VCO-TTY	VCO users can contact TTY users through the Relay. The VCO user can use his/her own voice and the CA will listen to the VCO caller's spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any CA interaction.	No Additional Cost
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the Relay. The CA will only type voiced responses back to the VCO user.	No Additional Cost
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro would be: [STATE]RELAY 1234F VOICE (OR TYPE) NOW GA	No Additional Cost
Inbound International	From any international destinations outside of United States, callers can reach the Relay through Sprint's international inbound 10-digit number- 605-224-1837.	No Additional Cost
Intelligent Call Router	Dynamic Call Routing technology automatically and seamlessly routes Relay calls to the first available English or Spanish CA in the network.	No Additional Cost
Intercept Message	This feature provides intercept messages in voice and TTY in event of system failure occurrence within the Relay switch, Center, or outbound circuits.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Last Number Redial	Relay users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, "LAST NUMBER REDIAL PLS GA" OR "LNR GA".	No Additional Cost
Local/Extended Area Service	Callers who subscribe to extended area service plans will receive equivalent service through the Relay.	No Additional Cost
Machine Recording Capabilities	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call and eliminates the number of redials.	No Additional Cost
Restricted 800/888/877/866/855	This feature allows Relay callers to reach regionally restricted or regionally directed 800/888/877/866/855 toll-free numbers.	No Additional Cost
Spanish-to-Spanish	Sprint offers Spanish Services, which offers Spanish-to-Spanish Relay service, which are handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.	No Additional Cost
Speech Disabled Indicator	The command "S" typed by a Speech-Disabled person would inform the CA that a Speech-Disabled person is on the line.	No Additional Cost
Speech-to-Speech	This service enables Speech-Disabled customers to use their voice, with assistance from CA if necessary, to communicate with each other through the Relay.	No Additional Cost
Text/Voice Transmission	This feature offers the ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.	No Additional Cost
Toll Discounts	When calls are carried over the Sprint network, intrastate calls are typically discounted by 35% Day, 25% Evening, and 10% Night/ Weekend off intrastate MTS rates and interstate calls are discounted by 50% off interstate MTS rate. State specific requirements may result in a change to the standard discounts.	No Additional Cost
Transfer Gate capabilities	Sprint's system has the capability of transferring Relay callers to English TTY Operator Service and Relay 24-hour Customer Service.	No Additional Cost
TRS Customer Service	Relay users can reach Sprint's TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer commendations and submit complaints. The toll-free number is: 1-800-676-3777 TTY/Voice/ASCII/Spanish.	No Additional Cost
TTY Operator Services (OSD)	Sprint's TTY Operator services can complete TTY-to-TTY calls; obtain Directory Assistance information; or receive credit for erroneous billing. The toll-free number is: 1-800-855-4000.	No Additional Cost
TurboCode™	This feature allows enhanced baudot transmission speed up to 110 words-per-minute. It enables TTY callers with TurboCode™ capability to interrupt during the transmission of the call.	No Additional Cost
Variable Time Stamp Macro	This feature (macro) enables Relay callers to know when their called party had disconnected and relays the last spoken words.	No Additional Cost
Voice Call progression	This system upgrade allows Voice or HCO callers to listen during call set-up i.e. ringing, busy.	No Additional Cost
Voice Gender ID	This feature (macro) informs the outbound TTY caller the gender of their caller.	No Additional Cost

Mandatory Features	Description/Benefits	Cost
Pay-Per-Call	Sprint provides access to Pay-Per-Call Services (900) via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay.	No Additional Cost
7-1-1	With cooperation of Local Exchange Companies, the Relay can accept 711 calls.	No Additional Cost

Appendix I: Policy on 10- and 15-Minute Rule¹³

Sprint understands that a change of CAs can interrupt the natural call flow. Therefore, Sprint strives to keep the same CA dedicated to each call. Sprint will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech call). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and will inform both parties.

A CA change may occur for the following reasons:

- Customer requests change of CA
- End user verbal abuse of CA or obscenity towards CA
- The call requires a specialist (Speech-to-Speech, another language)
- Illness
- Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)

In instances where it is necessary to change CAs, a second CA will plug in their headset at the position and watch the call for several minutes in order to assess the “spirit” of the call and make the transition smoother. After several minutes of observation, the second CA will wait until the voice person stops speaking and all conversation has been relayed and will then type to the TTY user:

(CA# CONTINUING UR CALL).

The CA will say to the non-TTY user:

“THIS IS CA # CONTINUING YOUR CALL.”

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and how to ensure it is as smooth as possible.

¹³ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH’s application to the FCC to renew its TRS program.

Appendix J: Sprint Compliance with Standards Matrix¹⁴

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
Provision of Services		
§ 64.603	Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed in this section, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.	Sprint has been a TRS provider since September 1, 1990. As of July 1, 2004, Sprint provides TRS to 32 States, the Federal Government, Commonwealth of Puerto Rico, and three resellers.
	Speech-to-speech relay service shall be provided by March 1, 2001.	Sprint was the first TRS provider to offer Speech-to-speech relay service (California, 1996).
	Interstate Spanish language relay service shall be provided by March 1, 2001.	Sprint was the first TRS provider to offer intrastate and interstate Spanish services (Texas, 1991). As a standard offering of TRS, Sprint provides Spanish services to the States. Sprint also is the only TRS provider to offer Spanish-speaking Customer Service.
	In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.	Sprint fully implemented 711 accesses for all of its States on October 1, 2001. Sprint Local and wireless divisions have implemented 711 access on September 15, 2001.
Operational Standards		
§ 64.604 A.1	Communications Assistant (CA) Competency Skills	
	CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.	Sprint requires that all CAs have a high school graduate equivalency as a minimum qualification for the job.
	CAs must be competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.	All CAs are tested and evaluated to ensure Relay skills meet the following FCC Guidelines. CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures and ASL translation.
	Typing Speed - 60 WPM with technological aids	Each Sprint CA is required to take the 60 WPM typing test quarterly (four times a year).
	Oral-to-type tests	Sprint administers Oral-to-type tests.
§ 64.604 A.2	VRS 'qualified' Interpreters	Sprint VRS interpreters are qualified interpreters that adhere to RID Code of Ethics.
	Confidentiality & Conversation Context	
	CAs are prohibited from disclosing the content of any relayed conversation regardless of content	CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.

¹⁴ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	<p>Certain exceptions are provided for Speech-to-Speech calls.</p> <p>CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise</p>	<p>Sprint CAs are prohibited from disclosing any call content.</p> <p>STS CAs are permitted to retain info from a call in order to facilitate the completion of consecutive subsequent calls.</p> <p>CAs relay calls verbatim and do not alter relayed conversation.</p> <p>During the annual merit reviews, each CA reviews the confidentiality and code of ethics with his/her team supervisor.</p>
§ 64.604 A.3	<p>Types of Calls</p> <p>CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.</p> <p>TRS shall be capable of handling any type of call normally provided by common carriers.</p>	<p>CAs process all calls and never prohibit sequential calls or limit length of calls.</p> <p>Sprint TRS is capable of handling all call types normally provided by common carriers</p>
§ 64.604 A.4	<p>Handling of Emergency Calls</p> <p>Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate PSAP.</p> <p>A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.</p>	<p>Via E911 database, Sprint automatically and immediately connects the caller to an appropriate PSAP.</p> <p>CAs pass along the caller's number to the PSAP when the caller disconnects prior to be connected to the emergency service.</p>
§ 64.604 A.5	<p>In-call Replacement of CAs</p> <p>CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.</p> <p>STS CAs – 15 minutes.</p>	<p>TRS and VRS CAs stay on the call for a minimum of 10 minutes.</p> <p>STS CAs stay on the call for a minimum of 15 minutes.</p>
§ 64.604 A.6	<p>CA Gender Preferences</p> <p>TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.</p>	<p>Sprint users are able to request the gender of the CA. Sprint makes every effort to satisfy this request and to maintain the same gender during transfers.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
§ 64.604 A.7	<p>STS Called Numbers</p> <p>STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user.</p> <p>This information must be transferred to any new provider.</p>	<p>Sprint offers STS users the option of maintaining a list of names and phone numbers. When the STS user requests a name, the STS CA will repeat the name and the number to user.</p> <p>Sprint will provide the STS user information to any new provider.</p>
Technical Standards		
§ 64.604 B.1	<p>ASCII & Baudot</p> <p>TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.</p>	<p>Sprint TRS communicates with Baudot and ASCII in all speeds that are generally in use.</p> <p>The following Baudot codes are available on Sprint TRS' platform: Baudot 45.5, Baudot 50, Turbo Code, and E Turbo Code.</p>
§ 64.604 B.2	<p>Speed of Answer</p> <p>TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis.</p> <p>The system shall be designed to a P.01 standard.</p>	<p>Sprint ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Speed of Answer is measured on a daily basis.</p> <p>Sprint's system is designed to the P.01 standards.</p>
§ 64.604 B.3	<p>Equal Access to IXC's</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	<p>Sprint provides users with access to their IXC carrier through the Sprint Carrier of Choice program allowing for the same access that is provided to voice users.</p>
§ 64.604 B.4	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>Sprint TRS is available 24 hours a day, everyday.</p> <p>Sprint has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint's network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
§ 64.604 B.5	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS. Sprint has introduced over fifty key product enhancements including Split Screen ASCII, Customer Database, Turbo Code, E Turbo Code/Dial Through, Gated VCO, Voice call progression.</p> <p>Sprint provides VCO and HCO technology as standard features as well as several variations on these technologies.</p>
§ 64.604 B.6	<p>Voicemail & Interactive Menus</p> <p>CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.</p> <p>TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.</p> <p>TRS will handle pay-per-calls.</p>	<p>CAs keep the user informed and notify of the presence of recorded messages and interactive menus. CA positions have hot key functionality that electronically capture recorded messages and retain them for the length of the call.</p> <p>Sprint does not charge for any additional calls necessary to complete call involving recorded or interactive menus.</p> <p>Sprint was the first provider to process pay-per-calls (Texas, 1996).</p>
Functional Standards		
§ 64.604 C.1	<p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	<p>Sprint maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p> <p>Sprint has submitted annual summary of Consumer</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
		<p>Complaints log report:</p> <p>June 1, 2002-May 31, 2003 June 1, 2003-May 31, 2004 June 1, 2004-May 31, 2005 June 1, 2005-May 31, 2006 June 1, 2006-May 31, 2007</p>
§ 64.604 C.2	<p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p>	Sprint provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.
§ 64.604 C.3	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Conduct ongoing education and outreach programs to publicize availability of 711 access.</p>	<p>Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS.</p> <p>Sprint regularly provides 711 dialing information in its education and outreach programs.</p>
§ 64.604 C.4	<p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p>	Sprint TRS users pay rates no greater than the rates paid for functionally equivalent voice communication services.
§ 64.604 C.5	<p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	<p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate TRS is recovered from all subscribers for every interstate service utilizing the shared-funding cost recovery mechanism.</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p>
§ 64.604 C.6	<p>Complaints</p> <p>(i) Referral of complaint,</p> <p>(ii) Intrastate complaint resolution,</p>	The Sprint TRS Customer Contact process is fully compliant with all FCC Requirements.

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
	<p>(iii) Jurisdiction of Commission,</p> <p>(iv) Interstate complaint resolution,</p> <p>(v) Complaint Procedures</p>	
§ 64.604 C.7	<p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p>	<p>Sprint transfers TRS customer profile data to incoming TRS vendors. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees.</p>
§ 64.605	<p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.</p>	<p>Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process.</p>
<p>Availability of SS7 Technology to TRS Facilities</p> <p>Transmittal of Calling Party Information</p>	<p>Concluded that TRS providers should have access to SS7 or similar technology to make Caller ID and other benefits available and facilitate provision of TRS. (§16)</p> <p>Concluded that TRS providers are required to observe FCC's rules pertaining to Caller ID and call blocking services. (§22)</p> <p>Concluded that when a TRS facility is able to transmit any identifying information to the network, the TRS facility must pass through, to the called party, the number of TRS facility, 711, or, if possible, the 10-digit number of the calling party. The identifying information passed through the TRS facility to the called party is to be determined by the TRS Provider.(§25)</p>	<p>Sprint's SS7 platform supports Caller ID services.</p> <p>Sprint complies with all FCC rules pertaining Caller ID and call blocking services.</p> <p>Sprint's SS7 platform transmits the 10-digit number for local and toll calls. Sprint's SS7 platform also will recognize the ID blocking indicators.</p>
Types of Calls	<p>Concluded that the following call types are adopted as mandatory minimum standards of TRS.</p> <p>Two Line VCO</p> <p>Two Line HCO</p> <p>HCO-to-TTY</p> <p>HCO-to-HCO</p> <p>VCO-to-TTY</p> <p>VCO-to-VCO</p> <p>This requirement is waived for Internet Relay and Video Relay Services through December 31, 2007. (§36)</p>	<p>Sprint has provided the VCO and HCO calling combinations since 1996.</p>

FCC Order Ref. 90-571	FCC Requirement	Sprint's Commitment
Handling of Emergency Calls	<p>Required that all TRS facilities be able to pass emergency callers to the appropriate PSAP within twelve months of publication of this Order in the Federal Register (8/24/03). (§42)</p> <p>This requirement has been waived for Internet Relay and Video Relay Services. (under separate Orders for SRO and VRS)</p>	Sprint immediately connects emergency callers to an "appropriate" PSAP as defined by the FCC.
Answering Machine Message Retrieval	<p>This feature allows a TTY user to retrieve voice messages left on his or her voice mailbox or voice answering machine by an incoming call from a third party.</p> <p>Concluded that the answering machine retrieval to be provided on interstate and intrastate basis by 8/24/03. (§62)</p>	Sprint has provided the Answering Machine Retrieval since 1996.
Call Release	<p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the relay the conversation.</p> <p>Ruled that once the CA signs off, or be "released," after the two TTY parties are connected, at this point, the call ceases to be a TRS call subject to the per-minute reimbursement." (§68)</p> <p>This requirement is waived for Internet Relay and Video Relay Services.(§76)</p>	<p>Sprint has provided the Call Release feature since 2003.</p> <p>Once a call is "released" from the CA workstation, the call is no longer a relay call and accordingly will not be charged to the state customer.</p>
Speed Dialing	<p>Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.</p> <p>This requirement is waived for Internet Relay and Video Relay Services.(§76)</p>	Sprint has provided Speed Dialing or Frequent Dialed Numbers feature since September 1, 1996.
Three-way Calling	<p>Three-way calling feature is generally arranged in one of two ways. (§73)</p> <p>1. The TRS consumer may request that the CA set up the call with two other parties</p> <p>or;</p> <p>2. The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p> <p>This requirement is waived for Internet Relay and Video Relay Services.(§76)</p>	Sprint has supported three-way calling capabilities, from the customer's premises, since September 1, 1995.

Appendix K: Sprint CapTel Compliance with Minimum Standards Matrix ¹⁵

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.603	<p>Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed in this section, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.</p> <p>Speech-to-speech relay service shall be provided by March 1, 2001.</p> <p>Interstate Spanish language relay service shall be provided by March 1, 2001.</p> <p>In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.</p>	<p>The Communications Act defines TRS as "telephone transmission services that provide the ability for an individual who has hearing or speech impairment to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services by wire or radio." Since TRS calls handled via captioned telephone VCO service fall squarely within this definition – i.e. they allow communications between persons with hearing or speech disabilities and persons without such disabilities – we conclude that captioned telephone VCO service falls within statutory definition of TRS. (§7)</p>	<p>Sprint has been a CapTel provider, on trial basis, since May 1, 2002. On January 1, 2004, Sprint successfully converted CapTel trial into a FCC-complaint CapTel service, first - ever in the TRS Industry.</p> <p>Speech-to-speech relay service for CapTel is waived by FCC. See Section 64.604 A.3.</p> <p>Sprint is also the first CapTel provider to offer intrastate and interstate Spanish services on January 1, 2004.</p> <p>Sprint is able to process inbound 711 calls to include access to CapTel services.</p>

¹⁵ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Operational Standards			
§ 64.604 A.1	<p>Communications Assistant (CA) Competency Skills</p> <p>CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.</p> <p>CAs must have competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.</p> <p>Typing Speed - 60 WPM with technological aids</p> <p>Oral-to-type tests</p>	<p>Requirement applies.</p> <p>Use of CapTel's voice recognition software "is a permissible means ...for achieving the CA's competency skills required by the TRS mandatory minimum standards" (§39).</p> <p>Waived. Interpreting typed ASL is not applicable.</p> <p>Use of voice recognition technology in the provision of CapTel VCO service "is a permissible means for ... enhancing transmission speed..." (§39)</p> <p>Waived. Permits use of Oral-to-text tests instead.</p>	<p>Sprint requires that all CapTel CAs have a high school graduate equivalency as a minimum qualification for the job.</p> <p>All CapTel CAs are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel CA training provides familiarity with hearing, deaf, and Speech-Disabled cultures.</p> <p>A captioned telephone user does not type in making a call, therefore is never the opportunity for the CA to have to interpret typewritten ASL</p> <p>CapTel's voice recognition technology transmits above 100 WPM.</p> <p>Oral to text tests are given to all CapTel CAs</p>
§ 64.604 A.2	<p>Confidentiality & Conversation Context</p> <p>CAs are prohibited from disclosing the content of any relayed conversation regardless of content.</p> <p>CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p>CapTel CAs are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.</p> <p>CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 A.3	<p>Types of Calls</p> <p>CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.</p> <p>TRS shall be capable of handling any type of call normally provided by common carriers and can decline calls if credit card authorization is denied.</p>	<p>Waived for outbound calls (§ 46) because the CapTel CA is not involved in call set up and cannot refuse the call (§46)</p> <p>Not waived for inbound calls to a CapTel user made through a TRS facility. However, if call is made directly to the captioned telephone access number no set up is involved and the CapTel CA cannot refuse to call (§46).</p> <p>Requirement applies.</p> <p>Note: The requirement to provide 711 dialing is waived for outbound calls made from a CapTel phone. Inbound 711 calling waived for one year (8/1/03 – 7/31/04).</p> <p>Also STS and HCO are waived (§29).</p>	<p>CapTel users dial sequential calls directly therefore there is no way for a CapTel CA to refuse sequential calls or limit length of calls.</p> <p>CapTel will not refuse single or sequential inbound calls or limit the length of calls utilizing the service. If an inbound call is made to a captioned telephone user via the captioned telephone access number, set-up is automatic, and thus there is no way for a CA to refuse the call.</p> <p>CapTel is capable of handling all call types normally provided by common carriers.</p>
§ 64.604 A.4	<p>Handling of Emergency Calls</p> <p>Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest PSAP.</p> <p>A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.</p>	<p>Requirement applies.</p> <p>Requirement applies.</p>	<p>CapTel user dials 9-1-1. Sprint will route the call <u>directly</u> to the most appropriate PSAP.</p> <p>The 911 PSAP center will receive the caller's Automated Number Identification and Automated Locator Identification. If the call is disconnected, the 911 center will call the CapTel user back.</p>
§ 64.604 A.5	<p>In-call Replacement of CAs</p> <p>CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.</p>	<p>Requirement applies.</p>	<p>CapTel CAs stay on all calls for a minimum of 10 minutes.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 A.6	<p>CA Gender Preferences</p> <p>TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.</p>	Waived. (§ 36, 47-48).	
§ 64.604 A.7	<p>STS Called Numbers</p> <p>STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user. This information must be transferred to any new provider.</p>	Waived. (§ 29)	
Technical Standards			
§ 64.604 B.1	<p>ASCII & Baudot</p> <p>TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.</p>	Waived. (§ 53-54)	
§ 64.604 B.2	<p>Speed of Answer</p> <p>TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.</p> <p>Abandoned calls shall be included in the speed-of-answer calculation.</p> <p>Speed of Answer is to be measured on a daily basis. The system shall be designed to a P.01 standard.</p>	<p>Requirement applies</p> <p>Requirement applies.</p> <p>Requirement applies.</p>	<p>Sprint CapTel ensures that 85% of all calls are answered within 10 seconds and that caller's calls are immediately placed. Sprint does not put calls in a queue or on hold.</p> <p>Abandoned calls are included in the speed-of-answer calculation.</p> <p>Sprint CapTel system is designed to a P.01 standard or greater measured on a daily basis.</p>
§ 64.604 B.3	<p>Equal Access to IXC's</p> <p>TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.</p>	Requirement applies.	CapTel users will be able to choose their IXC carrier through the CapTel Carrier of Choice program allowing for the same access that is provided to voice users.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 B.4	<p>TRS Facilities</p> <p>TRS shall operate everyday, 24 hours a day.</p> <p>TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.</p> <p>Adequate network facilities shall be used in conjunction with TRS.</p>	<p>FCC noted that CapTel is not a mandated service but stated that CapTel is a form of enhanced VCO service. It allowed interstate reimbursement from the Interstate TRS Fund. For a provider to be eligible for reimbursement from the Interstate TRS Fund for the provision of TRS, the provider must either meet the mandatory minimum standards or request and receive waivers of the standards. (§ 22, 24)</p> <p>State TRS programs, of course, are free to offer this service and to reimburse providers of intrastate captioned telephone VCO service. (§ 22).</p>	<p>Sprint CapTel is available 24 hours a day, everyday.</p> <p>Sprint CapTel has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.</p> <p>Sprint CapTel network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.</p>
§ 64.604 B.5	<p>Technology</p> <p>No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.</p> <p>VCO & HCO technology are required to be standard features of TRS.</p>	<p>FCC acknowledged that CapTel is an enhanced VCO service of TRS (§ 44).</p> <p>Waived for HCO. (§ 29)</p>	<p>Sprint is the nation's leader in the development and offering of technological features for TRS.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 B.6	Voicemail & Interactive Menus		
	CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.	Requirement applies.	CapTel user both hears and interacts directly with the recorded message and makes the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.
	TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.	Requirement applies.	CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.
	TRS will handle pay-per-calls.		Sprint CapTel supports pay-per-call call types.
Functional Standards			
§ 64.604 C.1	Consumer Complaint Logs		
	<p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p>	Requirement applies.	<p>Sprint CapTel maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint CapTel provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p>
§ 64.604 C.2	Contact Persons		
	States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.	Requirement applies.	Sprint CapTel provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.3	<p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Conduct ongoing education and outreach programs to publicize availability of 711 access.</p>	Requirement applies.	Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS.
§ 64.604 C.4	<p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p>	Requirement applies.	CapTel users pay rates no greater than the rates paid for functionally equivalent voice communication services.
§ 64.604 C.5	<p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations</p> <p>(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism</p> <p>(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)</p>	Requirement applies.	<p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate CapTel is recovered from all subscribers of interstate services</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.6	<p>Complaints</p> <p>(i) Referral of complaint,</p> <p>(ii) Intrastate complaint resolution,</p> <p>(iii) Jurisdiction of Commission,</p> <p>(iv) Interstate complaint resolution,</p> <p>(v) Complaint Procedures</p>	Requirement applies.	The Sprint CapTel Customer Contact process is fully compliant with all FCC Requirements.
§ 64.604 C.7	<p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p>	Requirement applies.	Sprint transfers CapTel customer data to incoming CapTel vendors. Customer information that is normally contained in a TRS profile is not required for CapTel as the CA is anonymous to the call and the CapTel user talks directly to the called party. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees unless Sprint is compelled by legal process to provide such information.
§ 64.605	<p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.</p>	Requirement applies.	Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process.
Availability of SS7 Technology to TRS Facilities	Concluded that if a TRS provider is able to transmit any calling party identifying information to the network, it must provide Caller ID service.	Requirement applies.	<p>Sprint CapTel will have the capability to transmit the 10-digit number and will recognize the ID blocking indicators.</p> <p>Sprint CapTel will deliver the SS7 technology on February 1, 2004.</p>

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Types of Calls	Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO	Minimum standards pertaining to HCO are waived. VCO requirements still apply.	Sprint CapTel supports the VCO calling combinations.
Handling of Emergency Calls	Concluded that TRS providers must use a system for incoming emergency TRS calls that at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point.	Requirement applies.	CapTel user dials 9-1-1. Sprint will route the call <u>directly</u> to the most appropriate PSAP.
Answering Machine Retrieval	Concluded that the answering machine and voice mail retrieval are TRS features that must be provided to TRS users. Answering machine retrieval through TRS is accomplished when the recipient of the message, the TRS user, calls the TRS facility and has the CA listen to the voice messages.	The requirement was not addressed in the Declaratory Ruling.	Answering machine and voicemail retrieval is provided by CapTel. Answering machine retrieval through CapTel is accomplished when the CapTel facility caption the voice message to the CapTel users.
Call Release	Concluded that call release is required under FCC's functional equivalency mandate. Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation. The feature allows CA to sign-off or be "released" from the telephone line without, triggering a disconnection between two TTY users, after the CA connects the originating TTY caller to the called party's TTY through e.g. a business switchboard.	Waived. (§ 52)	
Speed Dialing	Concluded that speed dialing feature is required under FCC's equivalency mandate. Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.	The requirement was not addressed in the Declaratory ruling.	CapTel telephones have the Speed Dial feature.

FCC 03-112 Appendix D Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Three-way Calling	<p>Concluded that three-way calling is required under FCC's functional equivalency mandate but did not specifically mandate the way such functionality had to provide.</p> <p>The FCC's Order imposing such requirement stated that "generally" three-way calling can be provided "in one of two ways"</p> <p>One way is for the TRS consumer to request that the CA set up the call with two other parties.</p> <p>The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p>	The requirement was not addressed in the Declaratory Ruling.	<p>Sprint CapTel users will be able to participate a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint CapTel meets the requirement for three-way calling. (For One-Line CapTel.) For Two-Line CapTel either party can initiate a 3 way call should the user purchased this as a LEC option.</p> <p>Sprint CapTel users will be able to participate in a conference bridge to speak to three or more individuals.</p>

Appendix L: Sprint Report to the FCC on VRS and IP Waivers¹⁶

FCC Internet and Video Relay Service Annual Progress Report April 16, 2007

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
1. STS	Waived through 1/1/08	STS is not possible over the internet. Voice over IP (VoIP) **REQUIRES** Quality of Service. QoS means that all the associated data packets arrive in one contiguous stream and in order. In the “internet” world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.	In research and development stage. Sprint is investigating and evaluating several VoIP to determine acceptable QoS levels to support STS calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived Indefinitely; No report required	NA	NA
2. Spanish Relay	NA	NA	NA	Compensable but non-mandated service.	NA	Sprint provides ASL to Spanish Video Relay Service.
3. Types of Calls	NA	NA	NA	Waived through 1/1/08	Voice over IP(VoIP) requires Quality of Service. QoS means that all the associated data packets arrive in one contiguous stream and in order. In the “internet” world, there are many segments owned by multiple providers using dis-similar routers. Some	We are currently providing two-line VCO and HCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POTS to Video User and outbound POTS to Voice user. One line

¹⁶ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH’s application to the FCC to renew its TRS program.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					<p>support QoS, some do not. The internet cannot be controlled by any single user. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.</p> <p>Sprint offers alternatives VCO and HCO solution by using second line (analog line) where the Video Interpreter asks for a second number to call back using three-way call feature. The procedure is similar to two-line VCO or HCO call.</p>	VCO and HCO began in 2005. This is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.
4. Emergency Call Handling	Waived through 1/1/08	Internet Protocol network (IP network) does not support the Automated Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	Sprint implemented a "manual" (directory assistance lookup) process for 911 calls through Internet Relay. The technical challenge remains of tying an exact location to an IP address. No additional development has been made that would allow Internet Relay users to place 911 calls through Internet Relay.	Waived through 1/1/07	Internet Protocol network (IP network) does not support the Automated Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP.	No additional information to submit beyond our recent submission to the FCC. Current options may restrict interoperability. An Emergency database is still in use today for subscribers who choose to register a profile; however, agents must verify the location of the caller, as the caller may not be at the same physical location as the profile indicates.
5. Speed of Answer	NA	NA	NA	1/1/07- 80% of all calls within 120 seconds (monthly).	Sprint is exceeding the 80/120 service level requirement that went into effect	Sprint will continue to meet the requirement measured on a

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					January 1, 2007.	monthly basis.
6. Equal Access to Interexchange Carrier	Waived Indefinitely; No report required	NA	NA	Waived through 1/1/08	The IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and without an ANI to charge back for tolls calls, Sprint cannot support equal access to interexchange carrier features for Video Relay Service.	The technical challenge remains of tying an exact location to an IP address for VRS users. However, the very nature of the internet makes billing for toll calls obsolete.
7. Pay-per-call (900) Service	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Internet Relay end users to be billed for pay-per-call services.	Waived through 1/1/08	IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls.	The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Video Relay end users to be billed for pay-per-call services.
8. Voice Carryover (VCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support voice carryover calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line VCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POTS to Video User and outbound POTS to Voice user. One line VCO, released in 2005, is limited to certain types of end user appliances that allow voice access through

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
						the broadband connection at end user equipment.
9. Hearing Carryover (HCO) (one-line)	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support hearing carryover calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint is currently providing two-line HCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POTS to Video User and outbound POTS to Voice user. One line HCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.
10. VCO – to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because. the videoconferencing via internet or ISDN protocols are not compatible.
11. HCO – to - TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			HCO as communication between internet and baudot protocols are not compatible.			user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
12. VCO – to – VCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
13. HCO – to – HCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
14. Call Release	Waived through 1/1/08	An Internet Relay caller utilizes IP data to place an inbound call. The Call operator connects the outbound dialing voice call utilizing Signaling System 7	It is not technically feasible at this time to provide call release features with Internet Relay calls. However,	Waived through 1/1/08	A VRS customer utilizes a video connection to make an inbound call. The VRS operator utilizes a voice channel (SS7) to make an outbound dial. Because the	It is not technically feasible at this time to provide call release features with Video Relay calls. However,

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
		(SS7). Since these two types of calls are not compatible, the call release feature is not technically feasible.	Sprint will continue to investigate new developments to allow Internet Relay customers to use this feature.		two types of calls are not compatible, the call release feature is not technically feasible. Also, in the VRS environment, we are currently unable to remove the Video Interpreter agent from the middle of the call when the inbound video caller reaches an outbound customer who also has video capability.	Sprint will continue to investigate new developments to allow Video Relay customers to use this feature.
15. 3-way Calling	Waived through 1/1/08	The current Internet Relay call environment does not support the capability to perform three-way calling initiated call from agent via Sprint IP.	It is possible for the customer to initiate a three-way call if he/she has conference calling capability. In this case, the operator does not need to perform the three-way calling function. However, the limitation is that Sprint's Internet Relay Service will handle only one TTY user (and unlimited number of voice users) when using three-way calling via relay service. It is possible to have 2-Line VCO via Sprint IP using user-initiated three-way calling.	Waived through 1/1/08	At this time, it is not technically feasible to provide a 3-way Video Relay call. Customers using VRS do not have the web-enabled ability to initiate 3-way video calls because of the limitations of end user equipment. Features of customer premise equipment are not under the control of the VRS provider, and therefore the VRS provider cannot control the establishment of a three-way call.	The voice customer is currently able to use the LEC-provided three-way calling feature. One or two of the three legs of the call can be engaged as they would without VRS being a part of the call. VRS is transparent to this process. The VRS agent who receives an inbound video connection has the ability to out dial to multiple voice parties to create a three-way call of which two parts are voice and one part is video. The VRS agent platform is however, unable to support a three way call between two video customers and one voice user at this time.

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
16. Speed Dialing	Waived through 1/1/08	Sprint's current Speed Dial system is supported by ANI driven customer profile. Without being able to identify the customer's ANI, Sprint is not able to access the preferred speed dial list.	Customers can maintain their own speed dial list on their computer and paste the phone number on the web prior to the call. The phone number will be pre-populated to agent's dialing window for efficient call processing.	Waived through 1/1/08	This service is currently available for VRS customers who choose to use our webcam based product. They can create a speed dial list online and greatly improve the efficiency and connect time with the outbound party through the Video Interpreter. Individuals using TV-based videophones do not have this web enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.	Individuals using TV-based videophones do not have this web-enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.
17. Providing Service 24/7	NA	NA	NA	NA	NA	NA

Appendix M: Sprint Relay Fact Sheet ¹⁷

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard-of-hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

Alabama	Indiana	New Mexico	Texas
Alaska	Illinois	New York	Utah
Arkansas	Massachusetts	North Carolina	Vermont
California	Minnesota	North Dakota	Washington
Colorado	Mississippi	Ohio	
Connecticut	Missouri	Oklahoma	
Delaware	Nevada	Oregon	
Florida	New Hampshire	South Carolina	
Hawaii	New Jersey	South Dakota	

TRS enables standard voice telephone users to talk to people who are Deaf, Hard-of-hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard-of-hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

¹⁷ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

Video relay services (VRS) provides American Sign Language (ASL) users with an attractive alternative that offers them the opportunity to communicate by video conferencing using ASL their native language, which may be preferred over the traditional TTY relay service. VRS requires users to have a personal computer or television monitor, a Web camera or videophone and high-speed Internet connectivity such as cable and DSL. Sprint Video Relay, powered by CSD (Communication Services for the Deaf), is a free service through the Internet that enables the deaf or hard-of-hearing user to communicate in ASL to a hearing or standard telephone user. Sprint Relay and CSD launched the first nationwide Video Relay Service in May 2002. To connect with a video interpreter, visit www.sprintvrs.com.

Sprint IP Relay is also a free service that combines TRS with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless devices without having to use traditional TTY equipment. Sprint IP Relay users also have the flexibility of using AOL Instant Messenger to access Sprint IP Relay. To connect using a website, go to www.sprintip.com. To connect using AOL Instant Messenger, send a 10-digit number to the screen name **SprintIP**. Both access methods will connect the caller to an experience Sprint Relay operator.

Sprint IP Wireless Relay is a new service that allows customers who are deaf, hard-of-hearing or who have a speech disability to use wireless relay services on a select number of wireless devices:

- 1) BlackBerry phones (with an operating system 4.0 or higher). Customers can use this service to communicate with any standard or mobile telephone user in the United States via a free downloadable application at www.sprintrelay.com/download/. Users simply select a contact from their address book or enter a phone number with accompanying text instructions to a Sprint IP Relay Operator.
- 2) PPC6700 devices – To download the free Sprint IP Wireless application, go to: www.sprintrelay.com/download/treo.

Sprint IP Wireless allows users to have the mobility to make a relay call when they need to without a TTY or computer and can be assured the connection is with an experienced Sprint Relay operator.

CapTelSM (Captioned Telephone) relay service is a leading-edge technology developed by Ultratec, Inc. of Madison, Wis., that allows people to receive both voice and text captioning, nearly simultaneously. A special, *CapTel*-equipped phone is required in order to place a call through the *CapTel* relay service. The *CapTel* phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference – captions are provided live for every call. The captions are displayed on the *CapTel* phone's built-in screen so the user can read the words while

listening to the voice of the other party. For more information on CapTel, visit www.captionedtelephone.com.

Relay Conference CaptioningSM, developed by Caption Colorado, combines real-time captioning and standard relay service to provide relay conference captioning calls for deaf and hard-of-hearing individuals (in participating Sprint Relay state programs). By using an Internet Text Streaming platform supported by skilled captionists, RCC provides highly accurate real-time captioned text for any live conference call.

For more information, please visit www.sprintrelay.com

Appendix N: Telecommunications Service Priority Program Press Release¹⁸

Media Contact:

Stephanie Taliaferro, 913-794-3658

stephanie.c.taliaferro@sprint.com

General Press Release

Sprint Completes Voluntary Telecommunications Services Priority Program Enrollment for Relay Network

OVERLAND PARK, Kan. – November xx, 2005 – Sprint (NYSE: S) today announces that it has completed the final milestone in enrolling Sprint's telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) Program. Sprint TRS, communications services available for individuals who are deaf, hard-of-hearing or have a speech disability, is comprised of a network of call centers geographically disbursed throughout the United States.

Effective October 31, 2005, all 14 Sprint Relay call centers were successfully activated under the TSP Program. Unlike other TRS providers, Sprint's TRS network is designed to reroute traffic to other Sprint Relay centers across the country to continue uninterrupted service with minimal customer impact.

"In less than five months, we were able to complete the implementation of the FCC's TSP program," said Mike Ligas, director of Sprint Relay. "Sprint is dedicated to providing effective communications services for individuals who are deaf or hard-of-hearing and we recognized the urgency to ensure reliable communications during emergency situations."

In 1988, TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

Sprint Relay Portfolio of Services

Sprint has 15 years of experience in providing relay services to persons who are deaf, hard-of-hearing or deaf-blind or who have a speech disability to communicate with hearing persons on the phone. Sprint offers relay services through an intelligent platform to the federal government, 30 states, the Commonwealth of Puerto Rico and New Zealand. Sprint's experience in the field

¹⁸ Information contained in this section was prepared by Sprint Relay and provided to the NHPUC for NH's application to the FCC to renew its TRS program.

provides the assurance that all Sprint Relay services will meet or exceed Federal Communications Commission requirements for telecommunications relay services (TRS). Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

Sprint Government Systems Division (www.sprint.com/government) is based in Reston, Va., and offers the full range of Sprint product and service offerings for federal and state government customers.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services to consumer, business and government customers. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks offering industry leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.

Appendix O: TRS Information in Phone Directory



Customer Info Guide

This directory contains listings for:

Alton, ME, Alton*, Barnstead*, Barnstead Parade, Barrington, Camp Hedding, Center Barnstead*, Dover, Dover Point, Durham, East Wolfeboro, Elletts, ME, Epping, Exeter, Farmington, Gilman Iron Works*, Hampton, Hampton Beach, Kingston, Kirby, ME, Melvin Village*, Milton, Milton Mills, New Durham*, Newmarket, North Kirby, ME, North Rochester, North Union, North Wolfeboro, Pease Air Force Base, Portsmouth, Raymond, Rochester, Rye Beach, Rye Center, Rye Harbor, Sanbornville, South Elletts, ME, South Kingston, South Lee, South Newington, South Portsmouth, South Wolfeboro, Tuftonboro Corner, West Alton, West Brentwood, West Epping, West Kingston, West Nottingham, West Rye, Wolfeboro, Wolfeboro Center, Wolfeboro Falls, Wolfeboro Neck, York, ME, York Cliffs, ME, York Corner, ME, York Village, ME

The following localities are also included:

Alton Bay, Brookwood, Brookfield, Cape Neddick, ME, Center Stratford, Center Tuftonboro, East Alton, East Kingston, East Rochester, East Wakefield, Fremont, Gunk, Great Works, ME, Greenland, Hampton Falls, Kensington, Kirby Point, ME, Lee, Little Board Head, Middleton, Mirror Lake, New Castle, Newfiske, Newington, North Hampton, North Wakefield, Nottingham, Province Lake, Rockingham, JCL, Rye, Rye North Beach, Seabury, ME, South Wakefield, Stratham, Straws Point, Tuftonboro, Tuftonboro Neck, Union, Wakefield, Wallis Sands, York Beach, ME, York Harbor, ME

* Exchanges of Independent Telephone Companies.



Dig Safe... Buried Cables: Call before you dig
Drill, excavate, blast: drive posts or pipes, it's the law. 811
Call anytime 24 hours. 1-863-344-7230

How to Reach Verizon

Call your Verizon service representative or visit us on the internet at www.verizon.com for questions about your bill or to place an order. There is no charge for these calls:

Residence Service Centers:
Open 8:00 a.m. to 6:00 p.m., Monday through Friday.

Business Centers:
Open 8:30 a.m. to 5:00 p.m., Monday through Friday.

Center for Customers with Disabilities:
Open 8:30 a.m. to 6:00 p.m., Monday through Friday.
Repair: Call anytime 24 hours a day, 7 days a week.

All other offices:
Open 9:00 a.m. to 5:00 p.m., Monday through Friday.

Correspondence: Verizon ASC,
P.O. Box 1915, Baltimore, MD 20705

AUTOMATED ACCOUNT INFORMATION LINE
Residence and Business customers with Touch-tone service may report payments or obtain account information. 24 hours a day, 7 days a week.
NH & ME 1-800-244-3737

Línea de Información Automatizada
Disponible las 24 horas 1-800-244-5303

RESIDENCE CUSTOMERS
Visit us at www.verizon.com 24hrs/day

Residence Service Representatives
Orders, product information and billing questions
1-800-670-9999

Questions on an overdue account and payment arrangements
1-800-244-3737

Centro Hispano de Verizon
Lunes - Viernes
8:30 a.m. - 5:00 p.m. 1-800-430-2222

中文 1-888-878-9168

星期一 - 星期五 8:30 a.m. to 5:00 p.m.

1-800-483-7772

한국어 1-800-483-7772

월요일 - 금요일 8:30 a.m. to 5:00 p.m.

1-877-250-7400

Понедельник - Пятница 8:30 a.m. to 5:00 p.m.

LOCAL TELEPHONE COMPANIES

- How to Reach Verizon See Below
- How to Reach Other Local Phone Service Providers 2

GENERAL INFORMATION

- Your Telephone Rights and Responsibilities 3
- Privacy Principles 5
- Consumer Protection Principles 6
- Protection Tips Against Telephone Abuse and Fraud 7
- Repair 7

CALLING INFORMATION

- Directory Assistance 8
- Local and In-State Toll Calling Information 8
- Long-Distance Calls and Area Codes 15
- International Calls and Calling Codes 18

GOVERNMENT NUMBERS

See White Pages under the name of the county, city, town, or village and under "New Hampshire, State of" and "United States Government"

Center for Customers with Disabilities

Ordering questions on residence service
V/TTY 1-800-974-8006

Product Information and Instruction Line (Automated)
Instructions and descriptions of Verizon products and services, 24 hours a day, 7 days a week
(No 1-free) 1-800-523-0559

Visit us at www.verizon.com 24hrs/day

Repair
Visit us at www.verizon.com/repair 24hrs/day
1-603-555-1611

BUSINESS CUSTOMERS
Visit us at www.verizon.com 24hrs/day

Business Center Representatives
Orders, product information and billing questions
1-800-941-9900

Questions on an overdue account and payment arrangements
1-800-244-3737

Centro Hispano de Verizon
Lunes - Viernes
8:30 a.m. - 5:00 p.m. 1-800-483-4522

Repair
Visit us at www.verizon.com/repair 24hrs/day
1-603-555-1611

TELETYPEWRITER (TTY) USERS
Relay Service
Relay New Hampshire
V/TTY 711 or 1-800-735-2964

Maine Relay Service
TTY 711 or 1-800-437-1220
Voice 711 or 1-800-457-1220

Repairs
Call Relay New Hampshire
V/TTY 711 or 1-800-735-2964
and ask them to relay the call to: 1-603-555-1611

Maine - TTY & Voice 711

Call Maine Relay Service 1-800-437-1220
and ask them to relay the call to: 1-207-555-1611

VERIZON PUBLIC PAY PHONE SERVICE CUSTOMERS

Public Pay Phone Representatives
Orders/billing/coin collection questions
NH & ME 1-800-PUB-TELL

Repairs NH & ME 1-area code-555-1611

IDEARC MEDIA CORP.
The Official Publisher of Verizon Print Directories
Advertising and Customer Service
1-800-555-4833
Or www.idealmedia.com/customersear

Yellow Pages Customer
Comment Line NH & ME 1-800-446-1146

HOW TO DIAL VERIZON DIRECTORY ASSISTANCE
For local listings covered by Area Codes 603 or 207
411

For national listings anywhere in the United States
411

For toll-free numbers
411

INDEPENDENT TELEPHONE COMPANIES
Alton, Barnstead, Center Barnstead, Gilman Iron Works and New Durham Customers:
Union Communications,
7 Central St., Farmington, NH 03835
8:30 a.m. - 4:30 p.m., Mon-Fri 850-3700
Repairs NH 1-603-859-3700

TDS Telecom 1-888-CALL-TDS

OBSERVING FOR SERVICE QUALITY
You should know that when you speak with us at Verizon, a supervisor may listen in on the call. Supervisors listen in only to help train employees and ensure that we provide you with accurate information and high quality customer service.

All rates and listings shown in this directory are correct as of June 2007. Rates are subject to change. Your service representative can help.

Your Telephone Rights and Responsibilities

Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be requested. When you apply for residential telephone service, you will be provided with information about:

- The lowest priced service alternatives available at your location.
- Any special telephone rates that may be available to qualified low income customers through the Link-up America and Lifeline programs.

Services for Individuals with Disabilities

If a disability prevents you from dialing Local or Regional (IntraLATA) telephone calls yourself, you may be exempt from the added cost of having an Operator dial calls for you. If a disability makes it impossible for you to look up numbers in the telephone book, you may be eligible for exemptions from local Directory Assistance charges.

Customers with disabilities are encouraged to identify themselves so they can be informed of their rights, as appropriate to the circumstances.

Calling Assistance for People with Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Service (TRS). Through TRS, callers using Text Telephones (TTYs) are able to communicate with people who use standard voice telephones and vice versa. A specially trained Communications Assistant (CA) relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages so that TTY users and voice telephone users can converse. The CA relays the entire

conversation, leaving nothing out. Calls made through the relay service are entirely confidential. The TRS operates 24 hours a day, seven days a week.

Local calls made using TRS are made at no extra charge, however, callers will be billed for any applicable direct-dial toll charges and operator assistance charges on their out-going call, just as if they had dialed it themselves. The customer may request that their long-distance company be used when placing long-distance calls.

To use the TRS, both TTY and non-TTY users simply dial 711. If you are not familiar with the use of TRS, tell the CA and you will be stepped through the process. **NOTE:** For emergency calls, users should dial 911.

The TRS provides many services: Voice Carry Over (VCO) is available for TTY users who can speak but are unable to hear. Hearing Carry Over (HCO) is available for TTY users who can hear but are unable to speak. Spanish language TRS is available as is Speech-to-Speech (STS).

Speech to Speech is a relay service mandated by the Federal Communications Commission that enables people with speech disability to use their own voice, voice prosthesis, or communication device to place a phone call. Some people who have a speech disability cannot communicate by telephone, as others do not readily understand their speech.

A Speech to Speech telephone call is a relayed call. In a three-way call environment, the TRS CA relays the speech of one person to the other. The CA restates or revoices the words the person with a speech disability is saying, word for word. The CA can be "passive" (only relaying when needed) or "active" (relaying all communications from the speech-disabled individual). The customer instructs the CA as to how much assistance is needed.

Local and long-distance calls made using STS follow the same billing guidelines as TRS.

STS Relay like TTY Relay is available 24 hours a day, 365 days a year. To use STS, simply call 711.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit may be based only on your credit history. The deposit plus interest will be returned by check after the retention period when the customer has demonstrated a pattern of timely payments.

Your Telephone Bill

Charges for your local and optional service are billed one month in arrears. Because your service is billed in arrears, your first bill after establishing service or adding new products or services to existing service will include only the charges for the number of days you had the service before the billing date. In addition, charges for connecting or changing your service usually appear on the first bill. The second bill you receive will be a regular one-month bill. Local usage charges, New Hampshire Area calls, and Telegrams are normally billed on the next bill after they are placed.

Bills for telephone service will be mailed every month. The bill normally includes charges for local and for long-distance companies that have contracted with your service provider to perform billing functions. When you receive a bill, you have the right to:

- Obtain answers to questions you may have about your bill.
- An explanation of all entries on your bill.
- Correction of any billing entries found to be in error.

While questions are being investigated, disputed amounts will not be included in any payment or deposit requests. However, the part of your bill which is not in question should be paid by the due date. For information about payment locations, contact your service provider.

If your bill requires correction, you will have a reasonable time after it is revised to pay the remaining portion of the bill. You also have the right to request payment arrangements when you are unable to pay a bill by the due date. Factors that will be taken into account when arriving at payment arrangements may include, but not be limited to, the size of your unpaid balance, your payment history, and the length of time over which the bill accumulated.

Your service may not be suspended for an undisputed delinquent bill while your service provider is negotiating a payment arrangement with you. Any time you contact your service provider to discuss your inability to pay a bill or to indicate that you are in need of assistance with a bill payment, you shall be informed of all available alternative payment arrangements.

Billing Inquiries and Repair Service

For phone numbers and hours of operation, see the Local Telephone Service Providers section on pages 1-2.

Appendix P: TRS Phone Bill Insert

NEW HAMPSHIRE
RESIDENCE
JANUARY 2007



Important Information About Telecommunications Relay Service

For most people, the telephone is an essential part of everyday life. It makes it easy to communicate with people across the street or around the world. But what about people who can't hear, can't speak, or those whose hearing has diminished over time? How can they communicate over the phone?



Telecommunications Relay Service, also known as TRS, is the convenient link between telephone users and people who use text telephones (also known as TTYs) because they are deaf, hard-of-hearing or have a speech disability.

To place a call between telephone and TTY users, simply call the TRS. You can reach the TRS by dialing **711** in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

A **Communications Assistant (CA)** will process your call by typing any spoken words for the TTY user to read. The Communications Assistant will also read

Continued on page 2.

Verizon Sponsors The GRAMMY® Awards



Details inside.

extra

What's Inside

- 1 - 2 Telecommunications Relay Service
- 3 - 4 Servicio de Retransmisión Telefónica
- 4 GRAMMY Awards
- 4 Premios GRAMMY
- 5 Telephone Sales Calls
- 5 - 6 Llamadas de ventas telefónicas
- 6 Pay-Per-Call Services
- 7 Servicios Pay-Per-Call (Pago por llamada)
- 7 Verizon On/Off Backup & Billing
- 8 Dial Dig Safe
- 8 Llame a Dig Safe

NE009607NH-NH

aloud all the words that the TTY user types back to the telephone user. All conversations are private and confidential; there is no censorship, and everything the CA hears will be relayed to the TTY user. There is no additional charge for the TRS service; you will be charged as if you had placed the call directly. Callers can use TRS as often as they want—24 hours a day, seven days a week—and conversations have no time limits. Relay services are available in both English and Spanish.

Other types of relay services are also available from your state relay program.

Speech-to-Speech is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone. This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call—all conversations are private, confidential and relayed in their entirety, 24 hours a day.

Voice Carry Over (VCO) and **Captioned Relay** (also known as **Cap-Tel**) services provide captioning assistance for callers who can speak, but may not hear well enough to conduct a traditional phone conversation. These services operate differently, but both provide the ability for callers to speak and listen to each other. However, the user with a disability can also read a text version of the conversation on their TTY or captioned telephone equipment.

Note: Not all state relay services provide both of these services.

There are also Internet-based relay services.

Video Relay Service (VRS) is a video-based TRS that allows a CA to view and interpret a caller's sign language and instantly relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by many TRS providers. To learn more about VRS go to: <http://ftp.fcc.gov/cgb/consumerfacts/videorelay.html>.

Internet Protocol Relay Service enables two-way communication between an individual who uses a text-based device that can access the Internet (such as a computer, PDA, Web-capable text telephone, or pager device) and an individual using a standard voice telephone. The Internet user types in an IP Relay provider's Internet address and follows the on-screen prompts to start a call. A CA completes the call to the telephone user, and a regular relay session is initiated between the Internet user and the telephone user. For more information on Internet Protocol Relay, go to: ftp.fcc.gov/cgb/consumerfacts/iprelay.html.

TRS calls from payphones: TRS-assisted local calls from payphones are free of charge. TRS-assisted long distance or toll calls from payphones can only be made using the following payment options: calling cards, prepaid cards, and collect or third-party billing.



telefónica tradicional. Estos servicios funcionan de manera diferente, pero ambos permiten que las personas que llaman por teléfono puedan hablar y escuchar al otro. No obstante, el usuario que tenga una discapacidad puede también leer una versión de texto de la conversación en su aparato de TTY o el equipo telefónico con subtítulos.

Nota: No todos los servicios de retransmisión estatales ofrecen estos dos servicios.



También existen servicios de retransmisión para usar en Internet.

“**Video Relay Service (VRS)**” es un TRS basado en un sistema de vídeo que permite al AC ver e interpretar el lenguaje de signos de la persona que llama y retransmitir inmediatamente la conversación a la otra persona. Este tipo de servicio de retransmisión no es requerido por la FCC, pero es ofrecido opcionalmente por muchos proveedores de TRS. Para mayor

información acerca de VRS visite: <http://ftp.fcc.gov/cgb/consumerfacts/videorelay.html>.

“**Internet Protocol Relay Service**” permite establecer una comunicación de dos vías entre un individuo que utiliza un aparato de base de texto con acceso a Internet (como un ordenador, PDA, teléfono con acceso a la red o localizador) y un individuo que utiliza un sistema estándar de teléfono. El usuario de Internet escribe la dirección electrónica de un proveedor de Retransmisión IP y sigue las instrucciones que aparecen en la pantalla para iniciar una llamada. Un AC completa la llamada para el usuario del teléfono, y una sesión regular de retransmisión se inicia entre ambos usuarios. Para mayor información acerca de este servicio, visite: ftp.fcc.gov/cgb/consumerfacts/iprelay.html.

“**TRS llamadas desde teléfonos de pago**” No se aplican cargos a las llamadas locales de TRS asistidas cuando las mismas se realizan desde teléfonos públicos. Las llamadas asistidas de retransmisión de larga distancia o por cobrar hechas desde teléfonos públicos únicamente pueden ser efectuadas utilizando las siguientes formas de pago: tarjetas de llamadas, tarjetas prepagadas y facturación por cobrar o a un tercero.

49th Annual GRAMMY® Awards

Be sure to watch the 49th Annual GRAMMY® Awards February 11, 2007, 8 pm ET/PT—on CBS, as Verizon returns as the Official Broadband Sponsor for the third year in a row.



49ª Entrega Anual de los Premios GRAMMY®

No se olvide de mirar la 49ª Entrega Anual de los Premios GRAMMY® el 11 de febrero de 2007 a las 8 pm (ET/PT)—en CBS, una vez más Verizon regresa como el Patrocinador Oficial de Banda Ancha por tercer año consecutivo.

CALL 711 TO CONNECT WITH TELECOM RELAY SERVICE

Telecommunications Relay Service (TRS) enables communication between telephone users and people who use text telephones (also known as TTYs) because of a speech or hearing disability. To place a call between telephone and TTY users simply call 711 in any state. This will connect you with the Telecommunications Relay Service in your area.

How does it work? A Communications Assistant (CA) will process your call by typing any spoken words and relaying them for the TTY user to read on their screen. The CA will also read aloud the words that the TTY user types back to the telephone user. All conversations are private and confidential.

Calls can be placed 24 hours a day, seven days a week with no restrictions on the length or number of calls placed. Relay services are available in both English and Spanish.

In an emergency all callers can dial 911, as most police and fire departments have TTY/TTD equipment to translate the call. Otherwise, a CA will connect the caller with emergency services to assist.

There are other forms of relay services that may be available in your area. To find out more, dial 711 to be connected with a TRS expert, contact TDS Telecom toll-free at 1-888-CALL-TDS to talk with a customer advisor or visit

<http://www.fcc.gov/cgb/consumerfacts/trs.html>



56180/8-07/4078



600 South Stark Highway, PO Box 87, South Weare, NH 03281
800-559-9900 • 603-529-9911 • www.GraniteStateTelephone.com • info@GraniteStateTelephone.com

March 2003



▲ Detach at perforation and return payment remittance stub with your check.



Invoice



• Special Notes & Services

Important Rate Decrease Announcement

Effective with your March 2003 telephone bill, all Granite State Telephone customers will see a decrease in their local service rate. Each month, a portion of this rate pays for costs associated with Relay New Hampshire. This service enables hearing people to communicate over regular telephone lines with TTY (text telephone) users who are deaf, hard of hearing, or speech disabled. The cost for this service will decrease from 6 cents to 4 cents per month.

Residential, Business, and Centrex
Total decrease: 4¢ per month

The above rate decrease will be reflected in the "Local Telephone Service" portion of your monthly bill.

If you have any questions regarding this announcement, please call Customer Service at 529-9911 or 1-800-559-9900 (within NH) between the hours of 7:30 a.m. and 5:00 p.m.

• Answers & Information

Granite State Telephone – 1-800-559-9900
Outside of New Hampshire – 603-529-9911
Repair – 1-800-559-9939
www.GraniteStateTelephone.com
info@GraniteStateTelephone.com

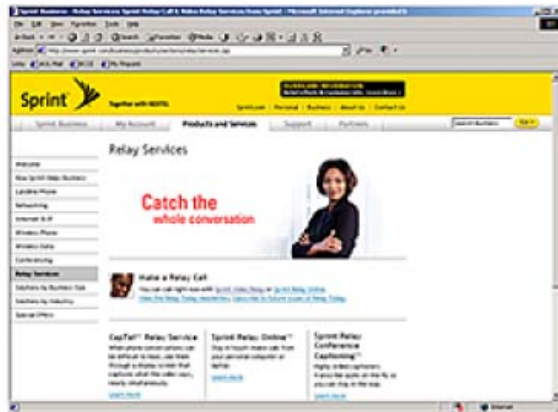
Granite State Long Distance – 1-800-468-8844

GSinet – 1-877-4-GSinet
www.gsinet.net
info@gsinet.net
Dial-up Tech Support – 1-800-352-8158
Web Hosting Tech Support – 1-888-394-4772
DSL Tech Support – 603-529-9931

Appendix Q: TRS Newsletter



Get Ready for a New Sprint



It's nothing but good news for you as we roll in a brand new Sprint. It's all about more choice and more flexibility for our customers that rely on Sprint RelaySM. Gear up for improved services, more product options, outstanding customer service, and more experienced account managers. We keep upping the ante, making us far and away the leader in relay services at a level that no other communications service provider can match.

Sprint is about turning promises into reality and delivering a more robust communications proposition for our investors, customers, employees, and partners.

Visit the new Sprint Relay website at www.sprintrelay.com to find out about the various new products, services, and options now available to relay users. To learn more, please contact one of our outstanding sales and account managers available in your state.

© 2005 Sprint Nextel. All rights reserved.

Product Upgrade Announcements:

Sprint Relay Online Gets a New Name, and a New Look



Sprint Relay Online is now known as Sprint IP RelaySM. You can find it at www.sprintip.com. Along with its new name, Sprint IP Relay has made it even easier for users to make calls from selected Web-enabled Internet devices without traditional TTY equipment. This free service combines Telecommunications Relay Service (TRS) with the ease of using and accessing the Internet. New features of Sprint IP Relay include a better and more reliable connection, more

experienced and accurate operators, and continued access to languages like Spanish and French. What's more, you can look forward to new upgrades like saved preferences and a resizable window.

So check out the new site's fresh, new look now available on more browsers including Apple Macintosh computers. If you ever have a question, there's online help and live customer service.

Sprint IP Relay is available 24 hours a day, 7 days a week. All calls on Sprint IP Relay are FREE. No long distance charges within the United States (international calling is not allowed). To connect with a Sprint IP Relay operator, simply visit our new address: www.sprintip.com.

We want to hear your comments on our new and improved [sprintip.com](http://www.sprintip.com) Web site. Currently, there is a Sprint IP Relay online survey sweepstakes from **November 22, 2005 – February 15, 2006**. Go to <http://sprintrelay.quarry.com/sweepstakes> and submit your comments. By filling out the survey, you will have a chance to win:

1. A Free trip for 2 to Las Vegas including hotel accommodations for 3 days and 2 nights, and 2 tickets to the 2006 NASCAR Nextel Cup race on March 12, 2006
2. A Laptop Computer
3. A Portable DVD Player
4. A Sprint Wireless Device
5. One of 100 Sprint Relay mouse pads

Sprint Video Relay:

Now Available Round-the-Clock and Two New Enhancements

Sprint Video Relay Service (VRS) users are in for a pleasant surprise. We're bringing in a host of new services and features, like:

Available all the time—Sprint Video Relay Service is now available 24 hours a day, 7 days a week. To make a call using our qualified and experienced Video Interpreters (VI), simply call SPRINTVRS.TV.

Available in Spanish—With Spanish VRS, our Spanish-speaking VIs will translate American Sign Language (ASL) to Spanish and Spanish to ASL. To connect with a Spanish speaking VI, simply call SPANISH.SPRINTVRS.TV

New VRS Video Carry Over (VCO) communication options—To connect directly with a VCO VI, call SPRINTVRSVCO.TV. At that point, VRS users have three communication options:

- Use ASL only and use your own voice
- The VI will adjust the camera focusing more on the VI's mouth movements during the conversation to support speechreading and also use English-based sign language
- The VI will mouth the conversation and use more English-based signs to support VCO users

New Voice Carry Over options: To view an example of ASL VCO, English-based Sign VCO and English-based Sign VCO with close-up view of the VI, visit www.sprintvrs.com and click on "View VCO samples."

Available Sprint VRS Mail—With Sprint VRS Mail, the VI records the hearing caller's signed message and sends it to the VRS user's email address. To connect with the VRS user, the VI will need the VRS user's IP address, the Sprint VRS Extension number, or the caller's ISDN number. If the caller is not available, the VI will record a signed message and send it to the VRS user's email address. To get a live VRS call from a hearing person, VRS users need to include their IP address in their profile on www.sprintvrs.com.

Updated Web site—Visit our updated Sprint VRS Web site at www.sprintvrs.com. Check out our new logo and call buttons. You can even click on "News" for information on VRS Mail.

Links for videophone users:

Sprint VRS	SPRINTVRS.TV
Spanish VRS	SPANISH.SPRINTVRS.TV
Sprint VRS VCO	SPRINTVRSVCO.TV

Links for webcam users:

www.sprintvrs.com and select Spanish or VCO

	ASL (American Sign Language) Only The Video Interpreter will sign using American Sign Language.
	English Based Sign Language The Video Interpreter will sign using the English based sign language.
	English Based Sign Language & Lip Reading The Video Interpreter will sit closer to the camera, and sign using English based, along with an emphasis on lip movements so that the VCO user may also benefit from lip reading.

True Caller ID available with CapTel™



Caller ID subscribers can now view true caller information directly on the CapTel display.

If you subscribe to the Caller ID feature with your telephone company, you can now view Caller ID information directly on your CapTel phone display window. No need to check your Caller ID box. CapTel also now features True Caller ID, which displays the name and/or number of the person calling, depending on the type of Caller ID service you subscribe to. In the past, if you had Caller ID, you would only see the captioning service telephone number displayed whenever a person called.

The new Caller ID improvements go into effect automatically after an initial call is placed through the captioning service. If you are a Caller ID subscriber and you do not see Caller ID information on your CapTel telephone, please contact CapTel customer service for assistance at 1-888-269-7477 (Voice/CapTel) or 1-800-482-2424 (TTY). Or send an email to CapTel@CapTelMail.com.

Interview with New Members to the Sprint Relay Team

The new kids on the block.



Sprint RelaySM is pleased to welcome two additions to the account management team: Susan Ordonez for Utah and Tom D'Angelo for Florida. We sat down with Susan and Tom to find out a little more about their background, and what their hopes are for the future of Sprint Relay.

What did you do before joining Sprint Relay?

Susan: I worked for more than 9 years with the Utah Division of Services for the Deaf and Hard of Hearing. The first three years I was the Circle of Friends Coordinator, which provided social and recreational activities for individuals who were deaf and disabled. The last 6 years I worked as a Hard of Hearing Specialist, providing outreach, information, and resources to hard of hearing, late deafened, and their families.

Tom: I was a Consumer Relations Manager at CSD in Sioux Falls, South Dakota. I was responsible for service areas in the Midwest region. At the time I handled customer relations, marketed Video Relay Service and managed the South Dakota Relay outreach and equipment distribution program. I also was the Youth Connections Director of Camp Lakodia and the first camp director for the National Middlers Leadership and Literacy Camp program.

Why did you join Sprint Relay?

Susan: I joined Sprint Relay because I wanted to do something new and different. With my background and skills in working with the deaf and hard of hearing, Sprint Relay gives me the opportunity to continue to learn and grow, not only professionally, but personally as well. I love what Sprint Relay represents in the integrity and values in providing the best service in relay.

Tom: Sprint has given me an opportunity to expand and broaden my horizon in management and customer relations. In the past, I dealt with customers only, and now I work closely with state administrators. This is a great opportunity for me to see both sides and to make this a win-win situation for everyone within the state and citizens of Florida.

In terms of relay outreach, what are your plans for your state?

Susan: Since joining Sprint Relay, I've been working closely with Relay Utah and the Public Service Commission in conducting town hall meetings throughout the state of Utah to educate and learn from the community on the needs of relay services. One of the biggest needs is educating the public and businesses on not hanging up on relay callers. As part of outreach, we are utilizing the "Don't Hang Up" program as well as promoting CapTel throughout Utah.

Tom: I have been traveling to different parts of the cities within the state to promote Florida Relay Service, meeting with customers and Public Service Commission administrators, and I co-hosted the Open House event to unveil the new relay center in Jacksonville.

What sort of community and extracurricular activities do you enjoy?

Susan: Since moving to Utah in 1991, I've been actively involved with SHHH and ALDA local chapters, promoting awareness in living with a hearing loss and empowering oneself through education and advocating for the rights of deaf and hard of hearing. I'm a strong believer in being a great role model as a hard of hearing person to younger generations, as well as people who have just lost their hearing.

Tom: I'm a Florida School for the Deaf and Blind parent. I attend Florida Association of the Deaf board meetings, and I enjoy spending quality time with my three kids (aged 5, 3, and 1) and wife.

Sprint Obtains New TRS & CapTel Contracts

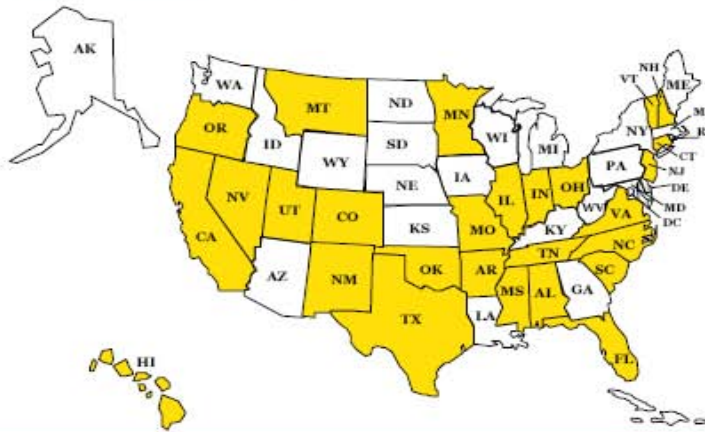
The Sprint RelaySM Team is proud to announce that we're winning a number of major TRS contracts. New Jersey and Delaware have both signed three-year contracts with Sprint, replacing AT&T as the official provider of TRS. Sprint will provide citizens of both states all traditional relay service options including Sprint IP Relay, Video Relay Service, CapTelSM Relay Service, and Relay Conference CaptioningSM.

As the new official provider for New Jersey and Delaware, they will join 30 states, the Commonwealth of Puerto Rico, New Zealand, and the federal government as customers of Sprint Relay Services.

Sprint Obtains More Contracts for CapTel Service

In March 2004, Sprint Relay transitioned to Federal Communication Commission (FCC) compliant full-service CapTel Relay Service. CapTel provides live captioning of phone conversations, allowing users to ensure they receive and understand the full context of any call. The nearly simultaneous voice and text captioning uses a standard telephone line. Captions are displayed on the CapTel phone's built-in screen so the user can read the words while listening to the other party's voice. The CapTel phone, developed by Ultratec, Inc., meets the communication needs of the millions of Americans who are hard of hearing, have experienced hearing loss later in life, or are deaf individuals with good vocalization skills.

As of December 1, 2005, Sprint has expanded CapTel service in 28 states and for the Federal government. Federal employees (active and retired), veterans, and U.S. Tribal members can get a free CapTel phone through the Federal Relay. For more information, visit <http://www.fts.gsa.gov/frs/captel.htm>. To see if your state has this CapTel Relay Service, check out <http://www.captionedtelephone.com/availability.phtml>.



Ohio: http://www2.sprint.com/mr/news_dtl.do?id=6780

South Carolina: http://www2.sprint.com/mr/news_dtl.do?id=7661

New Hampshire: http://www2.sprint.com/mr/news_dtl.do?id=8181

Tennessee: http://www2.sprint.com/mr/news_dtl.do?id=9260

Product Upgrade Announcements: Meet the Sprint RelaySM Team

We're always thankful for the great support we receive from our customers and partners. The Sprint Team would like to wish all of you a happy holiday and a wonderful 2006 New Year.

Sprint Relay Account Management Team

Alabama

Evon Black, Account Manager

Email: evon.j.black@sprint.com

Arkansas

Tommy Walker, Account Manager

Email: tommy.r.walker@sprint.com

California Customer Contacts (Concerns)

Ken Arcia, Account Manager

Email: kenneth.arcia@sprint.com

Outreach Account Manager

Todd Bader, Account Manager

Email: todd.m.bader@sprint.com

Colorado

Kristine Shipley, Account Manager

Email: kristine.m.shipley@sprint.com

Connecticut

Michael R. Finneran, Account Manager

Email: michael.r.finneran@sprint.com

Federal Primary:

Randy Murbach, Sr. Account Manager

Email: randy.g.murbach@sprint.com

Secondary:

Karl Ewan, Account Manager

Email: karl.a.ewan@sprint.com

Florida (Temp)

Andy Leffler, Sr. Account Manager

Email: andy.d.leffler@sprint.com

Illinois

Emma Danielson, Account Manager

Email: emma.danielson@sprint.com

New Hampshire

Michael Finneran, Account Manager

Email: michael.r.finneran@sprint.com

New Mexico

Kristine Shipley, Account Manager

Email: kristine.m.shipley@sprint.com

New York

Mary Beth Barber-Mothersell, Account Manager

Email: marybeth.mothersell@sprint.com

New Zealand

Chris Blum, Account Manager

Email: christoph.a.blum@sprint.com

North Carolina

Kevin Earp, Account Manager

Email: kevin.w.earp@sprint.com

North Dakota

Kristine Shipley, Account Manager

Email: kristine.m.shipley@sprint.com

Ohio

Danny Barrett, Account Manager

Email: danny.d.barrett@sprint.com

Oklahoma

Rex Moers, Account Manager

Email: mitchell.r.moers@sprint.com

Oregon

Aparna Lele, Account Manager

Email: aparna.lele@sprint.com

Puerto Rico

Indiana

Andy Leffler, Sr. Account Manager
Email: andy.d.leffler@sprint.com

Massachusetts

Robert Giuntoli, Account Manager
Email: robert.giuntoli@sprint.com

Minnesota

Emma Danielson, Account Manager
Email: emma.danielson@sprint.com

Mississippi

Rex Moers, Account Manager
Email: mitchell.r.moers@sprint.com

Missouri

Matthew Gwynn, Account Manager
Email: matthew.gwynn@sprint.com

Montana

Kenneth W. Brown III, Account Manager
Email: kenneth.w.brown.iii@sprint.com

Nevada

Kenneth W. Brown III, Account Manager
Email: kenneth.w.brown.iii@sprint.com

Puerto Rico

Elizabeth A. Rios, Account Manager
Email: elizabeth.a.rios@sprint.com

South Carolina

Missy McManus, Account Manager
Email: melissa.mcmanus@sprint.com

South Dakota

Matthew Gwynn, Account Manager
Email: matthew.gwynn@sprint.com

Texas

Robert Giuntoli, Sr. Account Manager
Email: robert.giuntoli@sprint.com

Utah (Temp)

Dan Brubaker, Account Manager
Email: dan.brubaker@sprint.com

Vermont

Elena Krueger, Sr. Account Manager
Email: elena.krueger@sprint.com

Washington

Dan Brubaker, Account Manager
Email: dan.brubaker@sprint.com

[Subscribe to the Relay Newsletter](#)

Elena Krueger — Editor
Senior Account Manager
Vermont Relay Service
802-879-4787 Voice/TTY
866-879-6942 Toll-Free TTY
Sprint
147 Knight Lane
Williston, VT 05495
Elena.Krueger@mail.sprint.com
www.vermontrelay.com
IP: vermontrelay.no-ip.com

Committee:

Missy McManus — Proofreading Editor
Karl Ewan — East Coast Representative
Todd Bader — West Coast Representative
Dan Brubaker — West Coast Representative
David Strom — Sales Representative
Danny Barrett — Business Development Representative
Barbara Narvaez — Legal and Branding

Appendix R: Relay New Hampshire Brochure



friendly and reliable

Voice Carry-Over (VCO)
Voice Carry-Over (VCO) allows hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to you, a Communications Assistant (CA) will serve as your "ears" and type everything said to you on a TTY or VCO phone.

Two-Line VCO allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses at the same time. The result is a more natural flow of conversation without pauses.

Hearing Carry-Over (HCO)
Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read to the standard telephone user.

Speech-to-Speech (STS)
A person with a speech disability can use his/her own voice or voice synthesizer over the phone. Specially trained CAs serve as the speech-disabled user's voice and repeat his/her responses to the called party, ensuring that speech-disabled users will be heard and understood. There may be instances where you will be asked to repeat your message to ensure that it is conveyed correctly.

Spanish Relay
TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translation through relay.

International Calls
Relay New Hampshire allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Relay users calling from a country outside of the US may access Sprint Relay by dialing 1-605-224-1837.



communication
the way you want it.

dial 711
to make a relay call.

Relay New Hampshire is provided by Sprint.

Sprint Relay Customer Service
800-676-3777 English
800-676-4290 Español
Sprint TRSCustServ@mail.sprint.com email
Get questions answered
Receive relay call assistance
Make a complaint
Request printed information or presentations

For equipment needs contact:
Phonelinek
Granite State Independent Living
21 Chenell Dr., Concord, NH 0330
800-826-3700 Voice
888-396-3459 TTY

For more information contact:
Northeast Deaf and Hard of Hearing Services, Inc.
125 Airport Rd., Concord, NH 03301
800-492-0407 Voice 603 225 4346 Fax
866 634 4764 TTY www.ndhhs.org

Answering Machine Retrieval
To request answering machine retrieval, type "AMR GO AHEAD" or "AMR GA". The CA will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANSWERING MACHINE AND TURN ON GA."

Voicemail Retrieval
To request voicemail retrieval, type the phone number you wish to call with your password or special instructions and then "GA."

Emergency
In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance
If a TTY user makes a directory assistance (DA) request, the CA will connect to a DA operator. After obtaining the number, the caller may choose to place the call through relay or direct dial TTY to TTY.

Billing Preference
There is no charge for using Relay New Hampshire within your local calling area. Long distance call rates are determined by the carrier of choice. Sprint long distance calls are billed at a reduced rate. Notify the CA of your preferred billing option.

Choices include:
• direct, collect, or third party
• Sprint FONCardSM
• prepaid phone card
• local exchange carrier (LEC) calling card
• other long distance calling card

There is no charge for TTS calls placed from payphones. To all calls may be billed through calling cards, prepaid cards, collect, and third party billing.

equalaccess

- Relay New Hampshire is a free service that lets you communicate with standard telephone users through specially trained Communications Assistants (CA).
- Make calls worldwide 24 hours a day, 365 days a year
- No restrictions on the number, length, or type of calls
- All calls are confidential and no records of any conversations are maintained

To make a relay call

dial 711

TTY Users

- 711 or direct dial 800-735-2964
- A Deaf person uses a TTY to type his/her conversation.
- A CA reads the typed conversation to a hearing person.
- The CA relays the hearing person's spoken words by typing them back to the TTY user.

Hearing Users

- 711 or direct dial 800-833-8134
- A CA types a hearing person's spoken words to a TTY user and reads back the typed replies.
- Be sure to speak directly to the person you've called—not the operator. Avoid saying "tell him" or "tell her." Say "GA" or "Go Ahead" at the end of your response.

easy and dependable

gain independence



CapTel Relay Service

- A service provided free of charge* through Relay New Hampshire
- Dial the person you're calling directly
- Enjoy natural phone conversations
- *CapTel users are responsible for their own long distance charges. There is no charge for using CapTel Relay Service.
- Functions as a traditional telephone so everyone can use it
- Simultaneously hear your caller's voice and see captions of everything said to you.
- Bright, easy-to-read display



Video Relay

- www.nhvr.com URL for computer & webcam
- sprintvrs.tv IP address for TV & videophone
- Hearing callers** Dial 1-866-410-5787. Give an IP address or ISDN number to the VI.
- Use ASL—no typing or GAs
- Experienced video interpreters (VIs)
- More VIs available—less waiting
- Receive videomail messages
- No long distance charges in the US

Sprint Relay Online™

- sprintup.com
- Users need a computer, a phone line, a web browser like Microsoft Internet Explorer, and Internet service.
- No TTY needed
- Language options
- Easy call setup
- Available 24 hours a day
- View help in ASL
- No high-speed Internet needed
- Split screen
- Background color & text options
- No domestic long distance charges

Sprint Relay Wireless™ powered by GoAmerica®

- Access Sprint Relay from almost anywhere using your pager or wireless device
- No "sign-up" required
- Software preinstalled on many wireless devices
- Direct-to-device software download
- Email srw@goamerica.com for more information



- Support for Wyndell, Deafwireless, and Sidekick
- Free download & install
- Secure Conversations
- Free service access
- Address Book Access for Relay
- Automatic Setup
- Real-time access to Visual Call Status Cues text relay
- Instant Number Save
- Conversation Cut-&Paste
- Recent call list
- Auto-display conversation text
- Built-in "QuickText"

notty? no problem!



Traditional Relay

- 800-735-2964
- Spanish translation available upon request.
- 800-735-4423
- VCO
- 800-735-1245
- Speech-to-Speech
- 877-243-2823
- CapTel/Voice
- 900-230-4040
- 900 Services
- Customer is responsible for billing in full.

Internet Relay

- www.sprintip.com

Video Relay Services

- www.nhvr.com Internet
- sprintvrs.tv TV & videophone
- 866-306-7740 ISDN (up to 384k)
- 866-410-5787 Voice

Sprint Relay Customer Service

- 800-676-3777 English
- 800-676-4290 Español
- SprintTBS.CustServ@sprint.com email

Relay New Hampshire website

- www.relaynewhampshire.com

toll free numbers



ATTACHMENT 2

Page 1

133

ATTACHMENT 3

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3055G	06/04/02	29	VCO reports when NH VCO the calls always go to FL Center. VCO very upset that all calls this morning 7 went to FL agents. VCO was assured VCO dedicated line would go to MO center. VCO will not deal with FL center terrible service agents don't listen and don't type words correctly. VCO highly disappointed. Will use 711 if VCO dedicated line problem is no resolved. Apologized for the problem advised complaint would be forwarded to mgmt. VCO requests contact regarding this issue.		I spoke with Nicole at Force regarding this issue after checking on problem. Nicole reported NH VCO dedicated line was not pointed to the VCO script which allowed the calls to be routed to FL Center force is now testing to make sure the VCO # pointed correctly. Sent customer email.
3101G	06/17/02	0	Caller said she called to Relay and waited and agent did not recognize her as being a VCO caller. Apologized to caller for problem and let caller know a complaint would be filed. Caller did not request a follow up call.	06/22/02	met with agent. Coached agent on proper procedures to follow when processing VCO calls. Also coached agent on the importance of responding in a timely manner.
3114G	06/25/02	24	Customer is dialing NH dedicated VCO line but does not get any answer after letting it ring several times. Customer reports this has been happening since yesterday. Customer can dial 711 and get through with no problem. I apologized for any inconvenience this may have caused. I told the customer I would open a trouble ticket for relay techs to investigate the cause. Incident # 1000254562. Customer would like follow up from the account mgr.	06/26/02	The wait time was high at this time. Followed up with customer via phone. She says it has cleared up and is working fine.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3156G	07/09/02	21	Customer received a call last evening from her daughter through the above listed relay operator. The customers daughter complained that every time it was her turn to speak the relay operator would repeat everything she was saying under her breath as she was typing it. She said this made it very hard to concentrate on what she was saying. I apologized that the agent disturbed her daughter and told her I would document the complaint and forwarded it to the call center where the agent is located for follow up with a supervisor. Customer does not require follow up.	07/16/02	Met with agent. Coached agent on proper procedures and phrase s to use when pacing customers.
12217	07/11/02	25	Customer wanted to know why relay always hangs up on him the middle of the conversations. He said this happens once out of every five calls. When she calls the relay sometimes at about 5am it takes up to 30 minutes before her call is ans. She sometimes uses government relay to get though. She uses supersprint 44259 Ultratec equipment. I apologized to the customer for the problem and informed her that her complaint sounded like a technical issue and that the info that she provided would be fwd to our techs for follow up. trouble ticket entered.	08/12/02	The tech followed it up with her to keep an eye on her TTY model ultratec 4425. I took the time to send he a letter asking her to keep in touch if her calls are disconnected. So far no further problems have arose.

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3349G	09/05/02	0	Customer first asked why she was not able to reach to Reach the account manager for NH at the number given on his business card. She said no one answers so she called customer service instead. Customer said she called his number 4x and got no msg. She went on to give the reason she wanted to reach the acct mgr. She has been having problems with the relay system this week on Aug 30 between 1pm and 3 p.m., her cousin tried many times to call relay to contact her about her aunt in the hospital. The cousin tried to call the NH relay number for over an hr and she said the phone just kept ringing with no answer. She tried to dial both the 800# and 711. Another item of complaint is that some of her relatives tell her that many times they have a relay agent that speaks some other language and they have difficulties understanding the speech. I apologized to the customer that her relative was unable to get through to relay NH at the time and date and told her I would fwd the info to the acct manager for further research. I thanked her for letting us know. Customer would like follow up from the Ac	10/25/02	Attempted to reach this customer. After several attempts her phone was ringing with no answer. I am afraid it is the root of the problem. This customer said her cousin had to drive to her home to deliver the message after getting no answer. It is the customer's phone not the relay service. I sent a letter to this customer giving her my phone number email address pager address mailing address and encouraged her to try all venues in reaching me as I am easily accessible.
3434G	09/26/02	4	TX TTY user placed a call and received Ring 1...2...then nothing. Customer said hello Relay what's going on? And waited then received hello GA, with no (M) or (F). Customer did not know who was speaking and asked if this was relay or the outbound caller. Agent let her know it was her caller and her mom hung up. Customer asked for CS and was disconnected. I apologized for the problem and thanked customer for taking time to call and let us know the problem. I explained that this complaint will go to the agents supervisor. Customer is going to contact NH acct manager via email.	01/21/03	Received 1-21-03. Met with agent. Coached agent on the importance of keeping customers informed. Also advised agent of consequences of disconnecting calls.
3434G		5			

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3038H	10/29/02	2	Customer received an incoming call and agent did not follow notes that she is a VCO user. I apologized and told customer I would document her complaint and fwd to the call center where the agent is located for follow up with supervisor.	10/29/02	Met with agent. Agent did remember call and stated that the OB VCO with very confusing customer notes to follow. She VCO customer answered VCO but the agent had not set the call up as VCO. Coached agent on proper procedures to follow to make sure that the customer notes are read to ensure that the call will be processed according to the customer's requests.
3036H	10/29/02	2	Customer called in she received a call via relay she typed that she wanted VCO. The agent didn't read or follow her notes, she tried a couple of times to get the agent to open the VCO for the call. When the customer came in customer service her branding was in place but the voice path was not open. Thanked the customer for calling in let her know I would write this up and fwd to appropriate center. Apologized to her for any inconvenience. No follow up needed.	10/29/02	Met with agent to review complaint. Agent did observe the customer note stating VCO user. Agent advised that all customer notes be followed unless the customer advise differently. Coached agent on the importance of adhering to the customer notes. When notes states that the customer is VCO the bridge must be opened to communicate with the customer.
3036H	10/29/02	11			

November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3115H	11/18/02	11	Customer stated agent broke transparency by interfering in her conversation. Agent asked, can you please read back what I just said. Customer states agent had no business getting involved in her conversation. I apologized for the confusion this caused. Customer does not require follow up.	11/19/02	Met with agent. Coached agent on the importance of remaining transparent and when processing calls.
3115H	11/18/02	17			
3115H	11/18/02	21			
3106H	11/14/02	11	Caller said the agent did not recognize her call as VCO. She just sat there on line with no response. I apologized to caller for the problem and let her know that a complaint would be sent to agent's work place. No follow up was requested on this issue.	11/20/02	Met with agent. Coached on the proper procedures to follow when processing VCO calls. Also advised agent that if no text is received to open the bridge for oral instructions from the caller.
3116H	11/18/02	4	Customer called to let us know that this agent did not send the macro or his number. He did not keep the customer informed as to whether the phone was ringing or answered or any gender sent. After she gave the number the next thing she saw was "Hi Carol this is Susie". There was no VCO or any indication of what was going on. She had to ask for the agents ID#. Also at the end of the call there was no sk given so again the customer had to ask the status of her call. The agent didn't respond back after customer said bye sk either. Thanked the customer for calling in to let u know about this. Let her know that I would write this is p and fwd it on to the center and her acct mgr. Customer does not want contact.	11/30/02	CA coached to keep customer informed at all times and to use ALT V at the end of VCO calls. No further action taken.
3116H		17			
2012X	11/15/02	11	It always takes 2 or 3 tries to reach her mother. She answers but cannot hear CA. I apologized and told her that not only would I coach the CA I would do an official complaint. I witnessed procedure for VCO call and CA sent the announcement to the VCO person. Talked to Sprint computer techs and asked if it could be equipment. Told customer we would investigate both svc and tech issues and she wanted a call back.	11/15/02	I coached CA and reviewed procedures with CA. Called customer and left msg. Thanked customer and apologized for the inconvenience. Informed her that we followed up with the operator.

December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3228H	12/18/02	11	Caller stated that agent did not have VCO on when calling her with a relay call. (incoming call to customer). I apologized to caller for the problem and let her know that a complaint would be issued. Customer did not request follow up.	12/23/02	Pulled CA offline and reviewed voice to VCO procedure.
3200H	12/10/02	6	VCO reports receiving a call via FL agent and agent typed very slow and the call was stopped many times because agent requested words be spelled for her. VCO reports they were simple words and agent should have been able to spell them without any problem. Apologized to the customer for the problem and assured that the complaint would be documented.	12/18/02	Agent typing speed meets FCC requirements. Met with agent. Although she had no recollection of the call coached agent on the importance of typing accurately.
3181H	12/06/02	2	Customer called to report that the agent did not follow instructions in her CDB. The instructions read when IB VCO 1st when OB TTY 1st then VCO. Customer must receive her calls by typing first because she receives calls from TTY users. I apologized for the inconvenience and thanked the customer for letting us know. I told her the report would be sent to the call center supervisor. No follow up call required.	12/06/02	Discussed with CA. Informed the CA if even uncertain about a customer notes to ask for clarification before dialing out.
3188H	12/08/02	2	Customer states she received a call and agent apparently didn't read her notes to realize she VCO. Her notes are clearly in place stating she uses VCO. Customer further states FL agents are poorly trained and rarely handle VCO calls properly. Customer svc rep advised the supervisor would be notified. No follow up requested.	12/18/02	We have received numerous complaints from this customer concerning her customer notes as agents contest that they are confusing. Customer svc will look into customer notes. Met with agent. Coached agent on the importance of adhering to customer notes. Also advised agent that if customer notes are confusing to always ask the customer for clarification.
3182H	12/06/03	21	Customer says that agent misdialled a number twice and she was charged on her phone bill for the two calls. She mentioned to the agent that it was a wrong number and instead of manually redialing the agent must have hit the automated redialing button and got the wrong number again. Apologized for the problem and assured that a complaint would be sent in so the supervisor could investigate further. Also called Verizon for the customer and got the credit on her phone bill.	12/09/02	Met with agent. Advised agent that when the wrong number is dialed immediate credit should be requested from the Sprint operator. Reviewed procedures with agent.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3263H	01/03/03	2	Customer called to report CA did not process call according to database instructions. Customer reports agents not receiving her VCO response for past week on any of her incoming calls. Database info all in place when customer called customer service, branding in place. Apologized for inconvenience and told customer report would be sent to call center.	01/03/03	Voice to VCO Call, VCO user began call typing instead of voicing. Agent missed first few words of call. Agent coached on this.
2344	01/07/03	5	Customer wanted to know why call was disconnected twice, first at 7 am, then at 805am. Customer was in the middle of a relay call and got disconnected. Apologized to customer and assured customer would follow up with CA.	01/08/03	Followed up with CA who indicated first call went fine throughout to closure of call. 2nd call, party disconnected, agent informed customer, who placed another call to which customer could not reach. Wrote customer letter explaining that the caller has control of the call. If she is the one receiving the call she does not have control, the caller has it. Arthur Moore
3290H	01/13/03	11	Customer received a call from relay. Agent did not read customer notes or open the VCO bridge. Customer typed VCO please, there was a very long pause. Agent finally got call going, but took a while to realize it was a VCO call. Thanked customer for calling in and complaint would be written up and forwarded to appropriate center. Informed customer when call came in branding was in place but voice path was not open. Put in trouble ticket 647239.	01/14/03	Coached agent on importance of reading and adhering to customer's notes. Advised agent of consequences of not honoring customer's requests. The tech had to replace the Ultratec modem on the computer with a new functioning modem.
3316H	01/18/03	33	Customer called in stating that she got a bill from Sprint and her long distance carrier IDT. Thanked her for calling in let her know that I would have the techs check into why this is still happening also asked her to send in a copy of her bill so that I could get the charges taken care of. Customer does want contact with resolution.	01/19/03	Spoke with customer and explored the COC listing. Customer decided to switch to Excel LD.

February 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4091Z	02/13/03	3	Customer thinks this agent may need additional training in voice. Mail retrieval. She did not or would not follow the instructions so I had to hang up and do it all over again with another agent. Customer does not require follow up. I thanked caller and apologized. Told her agent's supervisor would meet with her.	05/21/03	CA instructed on correct voicemail retrieval procedures.
3455H	02/21/03	2	When customer made a call through NH relay he operator reached answering machine. The operator did not follow the database instructions. 'if answering mach do not record. Type as much of message as possible before beep customer wants to leave message w/o redialing.' Agent typed something like 'this is a deli' then nothing. When customer came back on line she asked what was that? The agent replied that was the answering mach. The customer did not know whether a live person had answered or the answering machine. Customer explained this to the agent and the agent typed please repeat so customer disconnected. Told the customer the report would be sent to the caller center supervisor and apologized that she was not able to complete her call. Thanked the customer for calling.	02/25/03	CA remembered the call. Answering mach very short and extremely fast. CA able to get first part of first sentence then followed customer notes and typing (beep) and CA Customer notes indicated this was how customer wanted call was processed. Did not want to redial to leave msg. CA feels notes and instructions were followed exactly when customer asked "what was that?" CA replied answering mach and customer indicated type as much pf answering mach as possible give beep and GA will leave message 1st time. CA indicated knowledge of importance of reading customer notes Also after my conversation with Ca I feel Ca was indeed following customer notes.
3474H	02/26/03	2	Customer states she received an incoming call. The agent did not read her notes. Customer uses VCO. Customer had to type to get the agents attention. Customer would like this agent to receive coaching so she does not continue to ignore customer notes. Thanked the customer. Advised the supervisor would be notified.	02/27/03	CA was coached to be more attentive to the call.

3479H	02/27/03	21	<p>TTY user provided a phone # to relay agent and agent typed a message indicating the number was invalid. TTY user provided the # again. Agent dialed out and call was processed successfully. When call was completed the TTY user asked agent what she meant about invalid number and agent typed that it was past call and no longer available TTY user asked for supervisor caller waited for long time and supervisor did not assist agent did not inform caller the supervisor was unavailable TTY user unhappy with relay svc and expects relay agents to be honest and informed of mistakes and provide relay customer svc # when supervisor is not available. Apologized for problem encountered advised that relay agent must adhere to strict guidelines regarding current and pass call info advised the agent wasn't being dishonest. Customer requests follow up.</p>	02/27/03	<p>Inbound customer gave agent a# with 600 area code the first time. Agent gave report the # was invalid. The customer then gave a 603 area code and the call was completed successfully. After the completed call customer asked what she meant by invalid #. Agent responded "sorry info is no longer available. Supervisor verified that the info was on a previous call and no longer available. Agent followed correct procedure. Customer requested a supervisor. The supervisor was assisting on another call and was delayed. The agent informed the customer the supervisor was assisting another call. Spoke with customer via email and sent her a letter. Agreed to meet with her to explain more about relay NH and the call procedures in order to maximize her productivity with relay NH.</p>
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March 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3495-H	03/03/03	3	Caller said she gave operator the instructions to not announce relay or explain relay just give the GA when the person called answered the phone. However during the conversation agent asked the person called to repeat what she said. Caller said she was unhappy because she wanted agent to type to her (did not understand what was said so caller could ask the person to repeat not the operator. She said she wants the agent totally transparent same as is done on a 2 line VCO call. Apologized to the caller for problem. No call back requested on this issue.	04/30/03	Spoke to CA who did not remember the call. Coached CA that do not announce indicates to CA to remain transparent.
2450	03/05/03	29	The customer states that he works for PSU and travels a lot that would require him to place a regional 800 call. However lately on the last month The customer experiences a lot of reg 800 not available and would like to get this resolved. According to him he had to place 0 for an operator within the building to place a call outside the bldg had his permission to get the call from number to report this. Apologized for the inconvenience and assured him that this will be reported to appropriate personnel Entered TT#772494. The customer would like to be contacted if there is any additional info needed to resolve this.	03/05/03	Was in touch with the tech about the regional 800 number and this number is accessible in New England. This customer was not able to access the number from Mass. Via relay NH. Since Mass is not a Sprint state this customer will need to use Mass relay svc. Repeated back to this customer who understood this issue.
3016-I	03/11/03	2	Customer states operator did not have VCO on for her call. Customer notes state clearly the procedure she wants followed for her calls. apologized and stated that the supervisor would be notified.	03/12/03	CA does not recall this particular. Does not remember any problems with VCO calls missing info as of lately. CA demonstrated correct knowledge on processing VCO calls and using ALT V to get info form VCO.
3014-I	03/11/03	6	Customer states she received a call and the operator typed some of the words on Spanish. Customer states FL agents should be trained better and monitored regularly. Customer apologized and stated the supervisor would be notified. No follow up needed.	03/12/03	Met with agent concerning this complaint. Agent is a English relay operator and due to procedures unable to process Spanish relay calls. Agent stated that she is unable to type in Spanish at all. Coached the agent on proper procedures that should be followed when you reach a recording that is in Spanish.

3032-I	03/15/03	4	Customer states CA spoke to her caller and she prefers to control the call. Customers caller advised the customer that the CA said she was speaking to fast. Customer prefers to be informed when there is a problem and she does not want CA involved. Customer wants trainer to tell VCO relay operators to never speak to their callers. CS rep suggested customer put on her notes that she wants to be informed of fast talker but customer says no Rep also suggest she's tell agent at the beginning of her calls that she wants to be informed if there is a fast talker. Thanked customer for calling. Follow up requested.	03/16/03	I witnessed this, CA paced the voice person and once the call was over the customer told the CA to never do pacing. CA explained it was protocol to pace and suggested the customer notes state not to pace, etc.. CA did call for a supervisor and once I began typing this is a supervisor the customer hung up. Explained to customer that the relay agents do face the hearing person to allow them to type everything and spell out some words. - Art Moore
3041-I	03/18/03	7	Customer called to report that opr answered her call to the dedicated vco nbr in NH. This opr was very slow typist and waited and waited before outdialing to the nbr she gave. She then made a second call to the same dedicated NH vco nbr and got again sn opr at the FL center. Thidie opr dialed the etong and she ended up reaching some doctor's office. Customer was very upset because she had been informed in the past that when she dials the NH dedicated vco nbr that her calls will always be handled by vco specialists and never at the FL relay center. I apologized to the customer for the inconvenience and explained that UIW as nto aware if any changes in our system that wld reroute the dedicated vco calls. I told her the report wld be sent to the call center and also to the acct mgr for follow I thanked the customer for letting us know. She like contact the acct mgr regarding this.	03/21/03	9084 - Agents typing speed meets FCC requirements. Met with agent. She did not remember the call. Coached the agent on the importance of maintaining a good typing for each call. Also responding to VCO users in a timely manner. 9246 - Met with agent. The agent stated that she did not remember the call. Coached the agent on the importance of remaining focused to ensure the correct number is dialed. Also reviewed immediate credit procedures with agent. The VCO direct calls are to go thru two centers independence and Moorehead MN. However on the date of this call was a busy day with VCO calls and some calls were over flowed to the Miami center. An email was sent to the customer for follow up today.
3043-I	03/18/03	2	NH VCO user reports agent did not open line for VCO and there was a delay on an incoming call. Customer says agent did not bother to read her notes which is frustrating to her. Apologized for problem and thanked the customer for letting us know the problem. I let her know that the agent supervisor would be informed to address the problem with the agent. Customer did not request follow up.	03/20/03	Coached agent to call supervisor if encountering problems with VCO customers.
3048-I	03/20/03	2	The operator did not follow database instructions that if someone calls her TTY first then VCO. The call did not connect smoothly. I apologized got yr inconvenience and thanked the customer for letting us know. Told the customer the report would be sent to the call centers supervisor. No follow up requested.	03/24/03	Met with agent concerning this complaint. Agent stated that she did not remember this call. Coached the agent on the importance of always following a customers instructions when given. If observed not doing so appropriate action will be taken.

3060-I	03/24/03	2	<p>NH VCO user received call via relay and spoke did not get a response spoke again and agent typed "Do you wish to speak now if you wish to speak now please speak now". Customer felt this was ridiculous and agents do not follow her notes. Customer number is branded VCO and noted as VCO user. Customer wants to know why this happens. I explained that I was not sure what caused it as the line is branded VCO, in checking with my co-workers they did not know either and suggested it may have been something in her equipment. Customer did not accept this and requested supervisor. Supervisor responded and agreed to put a trouble ticket to have the techs look into the problem. Customer did not ask for contact.</p>	04/17/03	<p>The tech made some test calls to check on her branded line. It works good. No issues were reported. Customer is okay with this matter.</p>
3064-I	03/26/03	2	<p>Customer called to report that 2 agents did not read her database notes which read type as much of message as possible before beep customer wants to leave messages w/o reading. Agents both apologized for not seeing the instructions in the notes and offered to redial to leave the message so the messages were left. I thanked the customer for letting us know and explained that once in awhile the notes may not appear on the agent screen. I told the customer the report would be sent to the call center supervisor and apologized for any inconvenience. No follow was requested.</p>	03/30/03	<p>Agent followed instructions agent prompted her as instructed. Customer disconnected after 2nd call. Agent never had an apology discussion. Informed customer she had the opportunity to voice her msg. 3149F - Agent did not read customer notes until after typing entire answering mach msg. The agent said the notes were full and this message was at the bottom. The agent was trying to meet the 3 sec dialing out requirement as well. This agent did apologize. Agent understands 3 sec dialing out is waived if customer notes are full. Also coached agent to call supervisor assistance when customer is upset and yelling.</p>

April 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3088-I	04/03/03	2	NH VCO customer made call and CA did not know she was VCO. This is very frustrating to her customer feels agents are not trained or paying attention to the call. Customer is branded VCO and her call came in as VCO to customer service. Apologized for problem and let her know would send a complaint to the supervisor to address this with the agent. No contact requested.	04/07/03	Spoke to CA, who didn't remember the call unless it were a call that came in VCO - they never would speak. VCO hung up - don't know if that's really the case, since agent usually doesn't have that much trouble with VCO. Told agent to get a supervisor if agent has problems like this in the future.
3088-I	04/03/03	11			
3089-I	04/03/03	2	NH VCO customer made call complained of horrible connection. She typed VCO and got garbling twice. Finally ca heard her but never said VCO on. Customer states People wont call me its too confusing. Customer is branded VCO and her call came in as VCO to customer service.	04/10/03	Followed up with CA. CA does not recall this call. Upon request CA outlines the process that he would do if he encountered this situation. CA was able to explain the procedure as outlined in the PRG and couple options to current possible garbling issue.
3089-I	04/03/03	11			
3114-I	04/11/03	2	Customer states that this CA did not switch over to VCO and it is clearly in her notes that she is a VCO user. Assured that a complaint would be sent in so that the problem could be investigated further. No call back was requested.	04/17/03	Met with agent but she did not recall this specific call. Coached agent on reading and following customer notes. Also on correct VCO procedures. Will conduct one on one training with agent.
3122-I	04/14/03	2	Customer called to report that on a call today CA reached an answering mach and only typed answering mach. My customer database notes instructed if answering mach, do not record type as much of message as possible before beep customer wants to leave a message without redialing. The customer said that the CA took control of her call be redialing to leave a message without being told to do so. A second complaint was reported for a call placed last night when Ca did not process the call for VCO. The instructions for incoming calls appear on the CDB notes if someone calls her TTY first then VCO. Apologized to the caller and thanked the customer for letting us know. Told her the report would be sent to the call center supervisor. No follow up requested.	04/15/03	CA#1960 was not scheduled to work 4/13/03. No follow up with this agent. Followed up with CA #1945. CA do not specifically recall this call and states that CA would adhere to customer notes. CA was coached on importance of adhering to customer notes or instructions.
3133-I	04/17/03	2	Customer called to report she received an incoming relay call and the VCO was not on. She had trouble connecting because the CA did not read the customer database notes which instructed if someone calls her TTY first then VCO. Apologized to the customer and told them a report would be sent to the call center supervisor. Thanked her for letting ups know. No follow-up requested.	05/21/03	Met with the agent. Agent sent garbling macro to VCO, then turned VCO on per customer notes. Agent was following relay procedures. Reminded agent nonetheless how important custoer notes are.

3144-I	04/21/03	2	Customer reported that she just received an incoming call through relay svc. CA did not process the call as a VCO call. Her customer DB notes instruct TTY first then VCO. I apologized to the customer and thanked her for letting us know. Told her the report would be sent to the call center supervisor. No follow up call requested.	04/22/03	Met with agent and he stated that he did remember the call and that he did read the customer notes. HE became confused when he reached the OB and a voice person answered the line. He then attempted to set up the call when the OB disconnected. Coached agent on the importance of reading and following customer notes also reviewed VCO procedures with the agent.
3150-I	04/23/03	2	I just had another call where the CA did not read my customer notes. CA reached an answering mach and typed the entire message so that I could not leave my message the first time. The notes read type as much of message as possible before beep customer wants to leave message without redialing. I apologized for the inconvenience and told the customer the report would be sent to the call center supervisor.	05/20/03	Coached agent to read customer notes and make sure agent understands them when doing so. Told agent to ask the user if agent doesn't understand something, and to always follow the instructions given by the TTY user.
3151-I	04/23/03	2	NH VCO customer said that the agent did not switch to VCO when customer clearly typed she was VCO on an incoming call and it states in her notes that she will answer TTY then voice. The agent later typed are going to voice on this call so the customer to hang up since the agent did not know what was going on. Apologized to the customer and offered to change the customer notes I felt they were a bit confusing concerning incoming calls. I changed the notes and told her this complaint would be documented.	05/21/03	Coached agent on reading customer instructions thoroughly.
3151-I	04/23/03	3			
3159-I	04/26/03	3	Customer states that agent did not read her notes that provide answering mach instructions. Agent didn't type any part of the answering mach message nor did she even type the words answering mach. She only typed beep. Customer states she needs to know more than beep. Customer wants agent to be coached. Thanked customer and advised the supervisor would be notified.	04/26/03	Agent said she did type out the entire answering machine message. Not sure if customer equipment is broken.
3166-I	04/29/03	2	VCO caller reports numerous problems with relay operators who do not read customer DB notes regarding how her calls are answered. First TTY then VCO. Notes say VCO will answer TTY then switch to VCO. This morning VCO received call and operator did not turn on VCO. VCO customer had to request VCO. VCO upset that operators do not read customer DB notes. Apologized for problem encountered advised complaint would be fwd to mgmt. Customer requests contact from mgmt regarding this issue.	05/21/03	Coached the agent regarding this issue. Faxed to Arthur Moore on 5/16. Called customer and apologized.

1001-ASM	04/20/03	22	Tammy called to report that her voice line was getting TTY tones when she dialed to Relay New Hampshire.	04/21/03	Had her phone number branded as a voice number.
3170-I	04/29/03	3	NH VCO user upset that agents aren't reading her notes and do not know how to process VCO calls. Customer says her caller will speak and then there is just silence. The same thing happens when she speaks herself. Customer is frustrated with the situation.	05/27/03	Complaint was received on 5/16/3. Met with agent concerning complaint. Agent didn't remember the call. Coached agent on the importance of reading and following customer notes, keeping the customer informed, and responding to customer questions, and processing VCO calls.

Complaint Tracking for New Hampshire

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3309-I	06/10/03	2	CA did not follow customer's database instructions.	06/26/03	CA coached on following customer notes.
3360-I	06/25/03	9	Caller said the agent when typing an answering machine recordnig typed "cannot understand recording: on parts of the recording.	07/15/03	Coached the CA on the correct procedure.
3361-I	06/26/03	1	VCO reports that agent asked for VCO number twice, customer provided it twice and agent dialed wrong number both times.	06/27/03	Supv reviewed proper procedure with agent.
3361-I	06/26/03	3			
3945	06/21/03	21	Caller said the agent needs more training. He declined to go into detail but did want to speak to a supervisor at the handling center.	06/23/03	Reviewed dfferent call procedures with the agent without any problems.
3362-I	06/26/03	2	VCO customer reports that agent did not follow customer database notes regarding answering machine.	07/07/03	Will consult with training for best way to read customer notes in a timely manner at the beginning of calls.

Complaint Tracking for New Hampshire

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3411-I	07/09/03	2	Customer states agent did not switch to VCO on the incoming call.	07/31/03	CA coached on setting up call correctly and paying attention to customer notes no follow up requested.
3411-I	07/09/03	11			

Complaint Tracking for New Hampshire

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4255Z	08/08/03		NH speech to speech customer is frustrated that his customer notes are not clear enough for agents to understand what he wants.		I apologized and began to change his customer notes per his request. However the customer then decided to wait for another time to do that.
3011-J	08/12/03	3	Customer states the agent did not follow the directions in her call notes.	10/16/03	Coached agent immediately to follow customer's notes.
3011-J	08/12/03	11			
3051J	08/22/03	11	On an incoming call the agent did not have on the VCO after customer typed to use voo.	08/26/03	Coached agent if part of the message is garbled to send "message garbled" instead of number calling to.
3080J	08/28/03	2	Customer reported that the agent did not follow customer notes.	09/05/03	Coached agent to seek clarification before outdial if unsure.
5442	08/21/03	28	VCO customer wants someone to call them back to discuss recurring problem of our transmission coming to their equipment all garbled. TT 1001156510	08/29/03	TT results - Garbling is usually a result of line noise. The stations themselves are not reporting more garbling than usual.

Complaint Tracking for New Hampshire

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3080-J	09/04/03	2	Customer said agent did not read customer notes and have VCO turned on.	09/30/03	Agent coached to follow customer notes.
3084-J	09/08/03	26	Customer reported call back numbers left on answering machine were gibberish.	11/03/03	Demonstrated correct knowledge in trying to assist and correct customer when complaining of garbling problems.
3085-J	09/08/03	21	Customer reported agent dialed wrong number.	09/12/03	Unable to follow up with the agent as there is no agent assigned to that number.
3101-J	09/11/03	11	Customer states that agent did not follow customer notes and have VCO on.	12/23/03	CA was coached to read notes and follow them.
3158-J	09/29/03	3	Customer stated agent did not keep customer informed at all times.	09/30/03	Agent was coached on answering machine procedures.
3158-J	09/29/03	4			

Complaint Tracking for New Hampshire

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3181J	10/07/03	02	Customer reports the agent did not follow her customer notes.	10/08/03	Agent coached on answering machine procedures.
3206J	10/15/03	03	Caller said after she completed her first call with agent, she gave a second # and agent never did responded so caller hung up and called CS to file complaint.	10/17/03	Coached agent on remaining on line after call to determine if another call will be placed. Reviewed disconnecting procedure.
3220J	10/22/03	02	Customer said that agent did not follow customer notes that say to switch to VCO.	11/03/03	CA coached by supervisor to read and follow customer notes.
3242J	10/29/03	02	Customer called to say that agent did not follow her notes in regard how to handle VCO.	11/03/03	Followed up with this agent regarding following her instructions and notes. Agent was coached.

Complaint Tracking for New Hampshire

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2724	11/07/03	8	The voice person stated that message left on his voice mail was spoken extremely fast and a little sloppy. It wasn't understandable.	11/10/03	Agent coached on leaving messages clearly.
3290J	11/12/03	11	Caller said she received a relay call and the agent did not have VCO on.	11/13/03	CA was coached on proper procedures.
3292J	11/12/03	11	Customer said that agent did not activate the VCO fast enough.	01/15/04	Agent understands the importance of opening headset immediately when she realizes she is handling a VCO call.
3294J	11/14/03	2	Customer reports she received a call and the agent did not turn on VCO. Customer's notes are in place so the agent should read and follow them.	11/14/03	Agent coached on handling VCO calls properly.

Complaint Tracking for New Hampshire

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3358J	12/10/03	2	Customer states she received an incoming call. Her customer notes clearly identified her as VCO but the agent did not open the voice line.	12/18/03	Agent coached on announcing calls and proper handling of VCO calls.
3375J	12/14/03	11	Customer states that when she called to relay she was never acknowledged as a VCO user by this agent. Her number is very well marked with both the branding and in the call notes.	12/22/03	CA was coached on proper VCO procedures.
3384J	12/16/03	4	Agent did not inform customer that an answering machine picked up the phone.	12/16/03	Agent followed proper procedures (agents do not type ans mach prior to the beep).
3421J	12/29/03	03	Customer stated she was using relay online with this agent and the agent misdiald her number and typed back to her that Sprint relay was not accepting any internet calls and to call 1-800-877-8973. Then the call was disconnected.	12/29/03	Issue forwarded to FL relay center.

Complaint Tracking for New Hampshire

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3476J	01/14/04	2	Caller said agent did not type the answering machine message as stated in customer notes.	01/15/04	Agent was coached on following notes.

Complaint Tracking for New Hampshire

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3055K	02/04/04	11	NH VCO complains that agent did not use VCO on incoming call she received.	03/12/04	Agent coached on VCO procedures. Also reminded to look for notes/indications to identify VCO on outbound line.
3062K	02/05/04	11	NH VCO customer complains agent did not use VCO for her call through the NH relay service.	02/06/04	Coached operator on VCO procedures.
3115K	02/20/04	2	The CA did not read the notes in the database instructing for VCO.	02/21/04	Spoke with agent and she is aware of proper VCO procedures and will be more careful about reading customer notes in the future.
3072K	02/09/04	2	VCO customer reports agent did not follow CDb notes regarding incoming calls and did not open the line to hear voice after VCO typed.	02/09/04	Educated agent to read customer notes thoroughly and if agent has any questions to ring for supervisor.
3072K	02/09/04	11			
3047K	02/01/04	11	Customer states agent did not follow customer notes properly.	04/22/04	Coached agent on the proper procedures to follow when processing all types of VCO calls.

Complaint Tracking for New Hampshire

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3152K	03/03/04	2	NH VCO user had to type instructions to get the call through as VCO path was not open for her to speak.	03/15/04	Agent was coached on proper VCO procedures.
3153K	03/03/04	2	VCO customer reports the agent did not follow CDB notes on incoming call.	03/05/04	Agent knows when customer notes say VCO to open line so inbound can hear VCO.
3162K	03/05/04	2	Customer states she received a call but the CA did not open the VCO line.	03/05/04	Coached on alternate phrases to ask caller to repeat information. Agent processed caller according to procedures.
7730D	03/16/04	5	Customer was calling Dr's office that is very hard to get a hold of and was hung up on twice.	03/18/04	Coached agent on the importance of being patient and polite. Agent also advised of the consequences of hanging up on a customer.
7729D	03/16/04	5	Customer was calling Dr's office that is very hard to get a hold of and was hung up on twice.	03/16/04	Call had dropped from CA station due to technical problem. The drop was recorded and reported.
3205K	03/17/04	24	Customer calls NH relay 800# from her workplace but her calling from number never shows to the relay agent. TT 1001638914.	03/19/04	TT results - told customer relay SD has no control over her business number appearing, this is something she will need to take up with her IT/telecom dept at work.

Complaint Tracking for New Hampshire

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3281K	04/12/04	7	Caller said agent was slow in typing.	04/19/04	Agent does not recall this specific issue but agent meets FCC standards with regard to typing speed.
3292K	04/14/04	35	Customer states he is very dissapointed by the fact that sro now has so many companies being affected by the amount of fraud calls and they are continuing without any recourse to stop them.	05/26/04	Account manger followed up with the customer. He seems to be satisfied with our plan of action.

Complaint Tracking for New Hampshire

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3381K	05/11/04	3	NH VCO customer states agent did not follow customer instructions and misdialed the number.	05/14/04	Agent followed customer notes.



Relay NH
6/04 - 5/05

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Insl.	2	1	0	1	1	0	1	0	0	0	1	0	7
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	0	1	0	0	0	0	0	2
#04	Didn't Keep Customer Informed	1	0	1	0	0	0	0	0	0	0	0	0	2
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	1	0	0	0	0	0	0	0	0	0	0	1
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	1	0	1	0	0	0	0	0	0	0	0	1	3
#12	Two-Line VCO Procedure Not If	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0
#18	Problem Answer Machine	0	0	1	0	0	0	0	0	0	1	0	0	2
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTAL		4	2	5	1	1	0	2	0	0	1	1	1	18
TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
#30	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0
MISC COMPLAINTS														
#30	Rails	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT		4	2	5	1	1	0	2	0	0	1	1	1	18

June, 2004			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/10/04	Customer states that this agent needs a refresher course on how to make VCO calls. He seemed very inadequate and didn't know when to pick up or what to do on the call. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested.	06/15/04	Spoke with CA. CA remembered call and stated due to SRO he was rusty. Coached agent on VCO call procedures.
06/17/04	Customer states that an agent did not give her any indication that it was a relay call coming in. When her daughter called she asked if she was calling direct and her daughter said no that relay was on the line. The VCO customer then stopped and asked the agent to give the ID number but none was ever given. Another agent 5166M took over the call and the customer thought that the agent's ID might be able to be retrieved from the previous agent or the supervisor. RCS response: Thanked the customer.	06/18/04	Agent # not provided. Agent who took over call unable to provide previous CA #. No further contact necessary.
06/25/04	Customer states that she has in her call notes that she'll type first then switch to VCO. When she made call to relay she typed that she was making a VCO call and then voiced the nbr to dial. The agent didn't reply right away but when she did the agent stated, "Well we were trying to understand what has happened" the customer said that this means that the agent didn't stop to read her notes. She has complained about this in the past and wants it noted that the agents are still not reading notes.	11/12/04	Internal Update Performed. The agent was coached regarding proper call procedures. This was the agent's first day. She understands what to do going forward.
06/29/04	Customer states that agent needs addition training. The customer advises the agent did not send the Relay intro; the caller starting talking and the agent then started typing. The customer then asked for the agent ID and had to direct the agent to open the VCO. The customer further advises that the agent did not read her customer notes. So the call was frustrating to all involved. Apoloized No follow up needed.	06/29/04	Coached agent on call procedures. Operator states she did send intro as well as the notes says sometimes VCO, sometimes TTY.
July, 2004			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/12/04	Customer said that this agent was the slowest typer she has ever experienced in using the relay service. Her slow typing made her phone call very "torturing" in that both the customer and the caller had to wait for her to catch up with every sentence. Customer suggested that this agent needs to get up to speed with her typing skills. Other than that she did a good job on everything else.	07/12/04	Thanked customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested.
07/19/04	Agent did not read the notes and it showed the customers call. Customer wants the agent to be advised to say, "hold one moment while I read your notes" as the customer does have a lot of call notes showing and then make the dial out correctly. The customer wanted to leave the message on the first dial out and this was not done.	07/19/04	Thanked the customer for letting us know, added the phrase "read carefully" to the notes and then assured that the complaint would be sent in so that the problem could be corrected. No call back requested.

June, 2004			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/10/04	Customer states that this agent needs a refresher course on how to make VCO calls. He seemed very inadequate and didn't know when to pick up or what to do on the call. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested.	06/15/04	Spoke with CA. CA remembered call and stated due to SRO he was rusty. Coached agent on VCO call procedures.
06/17/04	Customer states that an agent did not give her any indication that it was a relay call coming in. When her daughter called she asked if she was calling direct and her daughter said no that relay was on the line. The VCO customer then stopped and asked the agent to give the ID number but none was ever given. Another agent 5166M took over the call and the customer thought that the agent's ID might be able to be retrieved from the previous agent or the supervisor. RCS response: Thanked the customer.	06/18/04	Agent # not provided. Agent who took over call unable to provide previous CA #. No further contact necessary.
06/25/04	Customer states that she has in her call notes that she'll type first then switch to VCO. When she made call to relay she typed that she was making a VCO call and then voiced the nbr to dial. The agent didn't reply right away but when she did the agent stated, "Well we were trying to understand what has happened" the customer said that this means that the agent didn't stop to read her notes. She has complained about this in the past and wants it noted that the agents are still not reading notes.	11/12/04	Internal Update Performed. The agent was coached regarding proper call procedures. This was the agent's first day. She understands what to do going forward.
06/29/04	Customer states that agent needs addition training. The customer advises the agent did not send the Relay intro; the caller starting talking and the agent then started typing. The customer then asked for the agent ID and had to direct the agent to open the VCO. The customer further advises that the agent did not read her customer notes. So the call was frustrating to all involved. Apoloized No follow up needed.	06/29/04	Coached agent on call procedures. Operator states she did send intro as well as the notes says sometimes VCO, sometimes TTY.
July, 2004			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/12/04	Customer said that this agent was the slowest typer she has ever experienced in using the relay service. Her slow typing made her phone call very "torturing" in that both the customer and the caller had to wait for her to catch up with every sentence. Customer suggested that this agent needs to get up to speed with her typing skills. Other than that she did a good job on everything else.	07/12/04	Thanked customer for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. No call back was requested.
07/19/04	Agent did not read the notes and it showed the customers call. Customer wants the agent to be advised to say, "hold one moment while I read your notes" as the customer does have a lot of call notes showing and then make the dial out correctly. The customer wanted to leave the message on the first dial out and this was not done.	07/19/04	Thanked the customer for letting us know, added the phrase "read carefully" to the notes and then assured that the complaint would be sent in so that the problem could be corrected. No call back requested.

August, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/08/04	VCO customer reports that agent confirmed that a voice message had been left on voice mail but the person the message was left for advised no message was received from the caller.	08/09/04	Apologized for problem. Agent does not remember call. Reviewed proper procedures with agent.
08/10/04	Agent did not respond after VCO said goodbye to voice person she called. No response no typing. VCO asked agent if the person hung up, and there was no response. VCO held on line for 5 minutes.	08/11/04	Reviewed proper procedures with agent.
08/20/04	NH VCO user complains agent typed "phone equipment is busy" instead of "busy" when dialing to a residential number, which was confusing.	08/24/04	Agent received a fast busy. Agent followed procedure. Agent demonstrated knowledge of proper procedures when confronted with a fast busy. Not agent error.
08/23/04	Agent was not processing the VCO call according to procedure.	08/23/04	Apologized for the problem. CA followed proper procedure.
08/27/04	Agent did not read customer's notes and did not respond to her when she typed VCO GA. The customer tried voicing to her caller and the agent finally did come on the line in response. This made the call very confusing.	08/27/04	Thanked the customer for letting us know and assured that the complaint would be sent in to be investigated further. Agent demonstrated proper VCO procedure.

September, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/14/04	CA didn't read cust. notes "VCO USER, ON INCOMING CALLS WILL TYPE THEN SWITCH TO VCO." The CA didn't activate VCO. Response: Thank you for bringing this to our attention. I will document this with the call center supervisor; and customer was apologized for the inconvenience.	09/17/04	CA said cust. was outbound. Notes indicate, "will type th switch to VCO." thought cust. would type "switch to VCO- Supervisor assisted and verified notes--only said 'th'."

October, 2004

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/08/04	Customer called to report that CA did not read her database profile notes in order to process her incoming VCO call correctly. Her notes read "READ CAREFULLY VCO USER, ON INCOMING CALLS WILL TYPE THEN SWITCH TO VCO". The CA did not switch to VCO to hear her answering, she repeated two times, but still no response. Thanked customer for letting us know and apologized for the inconvenience. Customer does want follow-up call right away. She said good time to reach her today is around supertime(5-6p)	04/21/05	Was faxed to Florida Relay supervisor. Met with agent coached agent on proper procedures to follow and followed up with the customer.

December, 2004			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/12/04	Customer called to say agent 3240F did a "terrible" job on her call. The customer says she did not read her customer notes, which clearly state, "customer wants to leave msg w/o redialing." The agent had to redial three times to allow the customer to leave a message. The customer also reports poor spelling. Apologized to customer for problem. No follow up requested.	12/12/04	Internal Update Performed. The agent was coached regarding proper call procedures. This was the agent's first day. She understands what to do going forward.
12/24/04	NH TTY user received Sprint charges, but his number is selected for Verizon, which is also noted. Customer has received credit from Verizon for the charges but wanted to let us know this occurred. Apologized for problem, let customer know I will inform account manager, asked customer to fax copy of billing for us to research. Customer will contact Account Manager via email.	04/01/05	As of April 1, 2005, customer has not contacted Account Manager on this issue. So now it is considered closed.
March, 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/23/05	NH VCO user complains message left on her answer machine was spoken in 3rd person, the name of the company was totally misconstrued, and the agent seemed to be attempting to speak in ASL, which the caller is fluent in English. This was insulting and confusing, and caller expressed it is difficult to understand the agent Spanish accents. Apologized for problem, explaining I will pass this information on to the supervisor. No contact requested.	03/23/05	Met with agent, but she did not remember the call. Informed the agent to always speak loud and clear, on every call, specially when leaving a message so that when the person listens to it they can understand what the message was about.
April, 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/09/05	A NH VCO user said that she made a phone call and was told by agent that message had been left on answering machine and when she spoke to person she had left message with today the person had not received the message. Caller was upset that agent had said message had been left. Apologized for the problem	04/09/05	Agent does not remember call. Agent is aware of the correct procedure. No customer follow-up requested.
May, 2005			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/31/05	Caller said agent did not have VCO on to answer quickly. C.S. Response: Apologized for the problem. No follow up required on this issue.	05/31/05	Met with agent, but he did not remember this call. Coached agent on always maintaining focus as soon as a call enters their console. It is very important to be responsive to the customer as soon as their call comes in.

New Hampshire - Log Report of Complaints: June 1, 2005 - May 31, 2006 (12 Complaints)

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/15/05	Captions - dropped characters/garbled text	02/16/05	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, CA # and explain experience for any future calls where captions seem to be inaccurate.
02/16/05	Accuracy of captions	03/03/05	Customer is mailing logged examples of poor/inaccurate captioning for investigation.
02/21/05	A VCO customer called to complain that when her parents call from NH, the call comes in garbled. However, when the customer calls them through RI 711 relay, she does not have the garbling problem. She says this has been occurring for months. Apologized for inconvenience. Opened TT 1211480. Follow-up requested.	02/21/05	AM called and talked with her re: the garbling issue and it has been resolved with some technician help.
02/23/05	Billing - General	02/24/05	Designated Carrier of Choice for long distance billing for customer and/or hearing caller.
03/12/05	Customer states VCO to VCO call processing has been a problem for the past week. Apologized. Service Desk ticket 1308359 was opened. Follow up requested. E-mail provided.	03/12/05	TRS Training eliminated possible technical issues. TRS Training will provide VCO to VCO refresher training to the call centers. Followed up with customer by phone and email.
05/31/05	Caller said agent did not have VCO on to answer quickly. C.S. Response: Apologized for the problem. No follow up required on this issue.	05/31/05	Coached agent on always maintaining focus as soon as a call enters their console. It is very important to be responsive to the customer as soon
06/29/05	Customer states that this agent called the number and got a recorded message and let her know the message but then disconnected the call before she was able to let him know further what to do. No call back requested.	07/01/05	Reviewed proper procedures with agent.
07/08/05	NH VCO user complains that CA did not announce the call or provide the CA ID # on a call she received, which was confusing as she had no way to know who was calling. Apologized for the problem and let customer know I would be sure to inform the agent supervisor. No call back requested.	07/08/05	Met with agent, coached on voice to VCO procedures.
07/28/05	Customer states that when receiving a call the message was totally garbled. Apologized for the problem and assured that the complaint would be sent in as stated. Trouble ticket 220080 turned in Customer does request call back	07/29/05	Per IT of the site, checked into trouble ticket, this was not a global issue but an issue with customer equipment. Trouble Ticket was closed.
08/10/05	NH TTY customer experiencing problems with Caller ID not transmitting via Relay Caller ID transmits on direct dialed calls but not via Relay calls are local but not transmitting ID (complaint and trouble ticket entered per NH Acct Mgr)	04/15/06	The Caller ID complaints have narrowed to just a few places that Caller IDs do not show up on end users' phone. Identified them to make sure that Caller IDs go thru via Relay Call Centers. Same as for regular phone calls, some Caller ID does not show up.
11/18/05	Captions - dropped characters/garbled text	11/18/05	Explained the difference between the CapTel and a traditional telephone. Explained that usually garbled captions are caused by something in the environment or the quality of the phone line. Customer will try using the CapTel at a different jack.
12/08/05	NH VCO user complains agent didn't take time to read her customer notes prior to making the call, and when answer machine was reached agent delayed responding to her, then explained they were reading the notes while call was engaged. Apologized, explaining I will be sure to let the supervisor know for follow up with the agent. Customer does not want contact.	12/08/05	Opr was re-reading notes a 2nd time as notes stated to "type as much of ans mach as possible and to let VCO leave message on 1st dial." As typing was transmitting - by the time VCO got to leave message - ans machine hung up. Coached opr to enter calling to nbr, using a special keying features.

Complaint Tracking for NH (6/1/2006-5/31/2007). Total Customer Contacts: 22			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/30/07	VCO customer's "calling from number" did not transmit to operator. Operator was unable to process call. Customer said she has had ongoing problems. Talked to her COC and they said it was not their issue to fix. Customer would like a follow-up call from the Program Manager. (Ask to speak to customer's mother).	6/11/2007	A Trouble Ticket was issued. Technician is researching the issue at this time. Relay Program Manager called and spoke with the customer's mother and learned that the problem has been ongoing, for a year. Technician will follow up further on this issue. Resolution is pending and will be completed within required 180 days.
05/24/07	A representative of the Northeast Deaf and Hard of Hearing services filed complaint on behalf of TTY customer: the customer gave the number to dial with 603 area code. Operator dialed 303. The customer typed, "No, it is 603." Operator replied, "No, can't you see what you typed?" Customer said again, area code was 603, operator replied, "Are you gonna order pizza or are you gonna dispute this?" Customer asked for operator ID and operator replied, "Can you see it on your screen?" Customer asked again twice. Operator typed, "My ID number is SKSK" and hung up. (Customer had ID from TTY printout). Follow-up was requested.	05/24/07	Operator is no longer employed with relay center. Followed up with customer via land line 5/29/07 around 1:45 p.m. and informed customer that operator was no longer with relay. Customer seemed satisfied.
05/03/07	Representative from Deaf HOH Svcs NH received Voice customer's concern that operator was very aloof, whiny, uncooperative, and clearly sighed during the entire call. No follow-up desired.	05/03/07	Supervisor met with operator who stated she didn't remember this particular call, but she noticed that when she leans back while relaying calls she does tend to sound a bit bored. Supervisor asked operator to correct this. Agent is consciously making changes in her posture in order to eliminate this issue. Supervisor went over proper sitting positions while relaying calls and made sure agent understood that she must use the voice tone appropriate with the nature of the call. Agent understood and stated this will not be an issue again. No follow-up was requested.
02/06/07	VCO customer unable to make long distance calls via COC in system. Relay operator heard Sprint recording. Customer requested follow-up.	04/25/07	Comcast was chosen in menu and listed in CDB notes. Relay Program Manager contacted customer's mother and verified all is working.
03/29/07	VCO customer received call from her son via NH Relay. Customer stated her son informed her operator had misdialed on the first call and on the second call the operator did not follow her outbound notes. No follow-up was requested.	03/29/07	Operator did not remember this particular call but was coached on the importance of reading and following all customer notes and instructions given.
03/20/07	TTY user called to complain that while placing 2 calls the operator said that the first person she called hung up and customer later discovered that the party had not hung up. Customer also stated that during the second call both parties had to keep repeating and repeating information and did not receive any information. This happened at 8:37am EST. Customer requested follow-up by supervisor after 6pm EST.	03/20/07	Operator number was a training number which was not in use on this particular day. Relay Program Manager tried to call customer three times without any success.
03/09/07	Customer emailed complaint to account manager, who forwarded it to CS to enter. Date of call was March 8 at 8:50 pm. The agent was very slow in responding from caller and her son. It took at least one minute for the agent to type what the son had said and when she typed back again she waited a minute or so for response.	03/09/07	Met with operator and operator had no recollection of a call like this. Operator has demonstrated skills with typing speed and accuracy. There may have been a technical issue with this call. AM communicated with customer via email.

03/05/07	Service Issues: General	03/05/07	Technical problem identified. Resolution provided by network vendor.
02/04/07	Operator told customer that message was left on answering machine when the message was not left. Customer feels that the operator needs to be coached on "how to read customer notes".	02/04/07	Complaint was forwarded on to operators' Team Leader for coaching on following proper procedures and reading customer notes. Team Leader met with operator on following procedure and reading customer notes more carefully.
12/11/06	First sent to CRM and forwarded to CS to follow up. Customer forwarded email from her lawyer saying "CA was not very good and made it hard for customer to carry on a conversation. CA kept forgetting half of what was said and making customer repeat things over and over." Follow-up requested at email address provided.	01/18/07	Additional information: Date of call was 12/8/06 at 9:20 am, reported to Customer Service email on 12/8/06 and received on Monday 12/11/06. Coached operator on the need to pay strict attention and focus on all calls. Operator understands and will make every effort to focus more on call procedures. CRM communicated with customer.
12/27/06	VCO customer unable to use Comcast for long distance calls through the relay but the calls work without relay. No follow-up requested.	12/27/06	A Trouble Ticket was issued. Customer profile has been updated and resolved with proper long distance carrier.
12/26/06	VCO customer was not able to make his long distance call with his long distance carrier when going through relay. Customer's daughter was able to make a long distance call without relay and the call goes through. VCO user keeps getting a fast busy signal. Customer does not need follow-up.	12/26/06	A Trouble Ticket was issued. Non-agent error. Need customer number to work on the case.
12/04/06	VCO customer called to complain that the operator did not switch over to VCO when the VCO bridge did not open	12/04/06	Technical issues with NH branding which was not coming through. Being worked on. Non-agent error. Operator processed call correctly once she

Appendix T: NHPUC Order No. 20,236, Establishes TRS in New Hampshire

DE 90-225

DUAL PARTY RELAY SERVICE/TRS

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Appearances: John B. Messenger, Esq., for New England Telephone Company,; Dom D. D'Ambruso, Esq., for Hamilton Telephone Company; Amy Ignatius, Esq., for Dunbarton Telephone Company, Granite State Telephone Company, Merrimack County Telephone, Wilton Telephone; Helen M. Hall, Esq., for United Telecom, Inc., dba Sprint Services; George Finklestein, Esq., for AT&T; Karon Doughty for Union Telephone Company; Steven Jones for Granite State Independent Living Foundation; Susan Auerbach for the State Department of Education, Program for the Deaf and Hard of Hearing; Eugene F. Sullivan III, Esq., for the New Hampshire Public Utilities Commission.

REPORT

I. Introduction

Dual party relay service (or telecommunications relay service "TRS"¹) is a service that enables telephone communication between hearing people and deaf, hard of hearing or speech impaired people. Telephone calls are placed through a relay center where communications assistants (CAs) relay the conversation. Hearing and speaking people communicate through

¹The FCC in its Report and Order released July 26, 1991, in CC Docket No. 90-571 replaced the terminology dual party relay service (DPRS) with telecommunications relay service, among others, because the term DPRS "entrenches current technology, a result contrary to the intent of Congress. Therefore, TRS shall be the operative term for relay services." (Footnote 1 in the FCC Order). As such we will adopt the term TRS.

the CA who types what is spoken to the deaf, hard of hearing and speech impaired people using a text telephone (TT). Deaf, hard of hearing and speech impaired people use TTs to communicate through the CA who says what is typed to hearing people. The relay center provides the ability for speech impaired people who can hear, to listen directly to the other party and for deaf and hard of hearing people who can speak, to speak directly to the other party, as the customer prefers. CAs are transparent to the conversation and serve as a conduit using eyes, ears and voice to facilitate the call. CAs adhere to a strict code of ethics and confidentiality and do not personally participate in the conversation.

II. Procedural History

On December 24, 1990, the Commission issued an Order of Notice setting a prehearing conference for February 7, 1991, pursuant to RSA 541-A:16 for all telephone utilities in the State of New Hampshire to address the Americans with Disabilities Act of 1990 (ADA). The Order of Notice stated that the ADA requires all telephone utilities to provide TRS to their respective customers and set a prehearing conference to determine the means of compliance with the ADA in the State of New Hampshire. At the February 7, 1991, hearing, the Commission determined and the Parties agreed, that the proper means of effectuating the goals of the ADA in the State of New Hampshire

On February 28, 1991, the Commission, by secretarial letter, established a procedural schedule for the implementation of a TRS service provider in the State of New Hampshire. In the secretarial letter the Commission bifurcated this docket to address separately the additional issue of cost recovery for TRS.

On April 15, 1991, the Commission issued a Request for Proposal (RFP) for a Franchise to Provide Dual Party Relay Service in New Hampshire. On May 15, 1991, proposals were submitted by AT&T, Hamilton Telephone Company (Hamilton), New England Telephone Company (NET) and Sprint Services (Sprint) (collectively the Parties).

On May 23, 1991, the Parties met for a settlement conference and drafted a Stipulation Agreement on cost recovery which was presented to the Commission at a hearing on May 28, 1991.

The Parties filed comments on the proposals by June 21, 1991. NET's comments included restated prices on a comparable basis to the other Parties. The Commission Staff (Staff) submitted its analysis of the proposals on June 28, 1991. Hearings on the merits of the proposals were held July 9, 10 and 11, 1991. Briefs and revisions to the proposals made during the hearings were submitted by the Parties August 6, 1991. Staff's revised analysis was submitted August 15, 1991.

In addition to meeting the requirements of the RFP, Hamilton asserted that its size and alertness to customer needs were its greatest advantages. In support of its ability to provide the best service for New Hampshire, Hamilton stated its philosophy is to "hire people with a customer service attitude; give them the right tools; and make sure they have the education and training they need." (TR Day I pp 11-12) Throughout the proceedings Hamilton emphasized its dedication to customer needs and the commitment of and to its employees. Because the company is small, Hamilton argued its employees are more diversified and dedicated and thus are better able to serve its customers than a larger company.

Sprint

Sprint argued it provides a higher quality of service than the other companies, noting its commitment to exceed quality of service standards; utilization of a system that in most cases, distinguishes voice callers from TT callers without the need for a separate 800 number; utilization of an automatic number identification (ANI) database to reduce call set up time and improve quality of service; strong focus on the customer and New Hampshire including use of 1-800-RELAY-NH as its access number and by answering calls with "relay New Hampshire."

NET

NET argued it was best suited to provide service because it is a major employer and a member of the New Hampshire

established presence in New Hampshire and New England, NET asserted, make NET more qualified than the other petitioners to best meet the needs of the customers. Additionally, NET asserted it was uniquely qualified to meet the requirements of the ADA because only NET could connect callers directly to their chosen interexchange carrier.

AT&T

AT&T argued it was the best provider for the relay users of New Hampshire because of its experience and historical commitment to serving deaf, hard of hearing and speech impaired communities. AT&T pointed out it was the first and remains the only provider of Operator Services for the Deaf, it was the first interexchange carrier to provide TDD discounts, it is the only provider to utilize a nationwide consumer panel on disabilities, it has invested in relay specific privacy technologies such as voice and hearing carryover and text to speech, it has a record of 100 percent on time implementation, it will use the AT&T fiber optic network, and it has a unique Disaster Recovery Plan.

Granite State Independent Living Foundation (GSILF)

GSILF supported the Sprint proposal and urged the Commission to implement a full time Outreach Program in New Hampshire. GSILF contended that without proper education, specifically directed to the hearing community, the TRS would become a special service for deaf, hard of hearing and speech impaired individuals. GSILF stressed that TRS is a service for

all people and that organizations should be trained to use TRS as a valid, confidential method of communication.

State Department of Education

The State Department of Education Vocational Rehabilitation, Program for the Deaf and Hard of Hearing (Dept. of Education) emphasized the importance of quality of service and specifically recommended having a single 1-800 number to access the relay service; discounts to all relay users; a choice of interexchange carrier; one charge for multiple calls when leaving a message on an answering machine; and access to automated answering devices. In addition the Dept of Education advocated consumer involvement by deaf, hard of hearing, speech impaired and hearing consumers, as well as an Advisory Board and a full time Outreach Manager dedicated specifically to New Hampshire TRS.

Staff

Staff revised its initial analysis after final proposals were submitted. It recognized final proposals improved AT&T's, Hamilton's, and NET's initial proposals. However, after evaluating all proposals in their final form, Staff recommended Sprint. Staff stated that Sprint's proposal offered the highest quality of service overall. Staff was also impressed by Sprint's consumer oriented approach, and suggested that the Commission's stated goals of quality first and cost second would best be satisfied by Sprint.

IV, Commission Analysis

The Commission is convinced that all petitioners meet the minimum mandatory requirements of the RFP and are each qualified to provide telecommunications relay service in New Hampshire. As a result, our analysis is primarily geared towards selecting the highest cost-effective quality of service for the citizens of New Hampshire, and secondarily, provision of that service at the lowest cost. Based on all the evidence, we have determined that Sprint will provide the highest quality of service to the citizens of New Hampshire. Sprint's dedication to its customers and innovation were revealed throughout the proceedings. Sprint's efforts to improve consistently on or exceed the standards persuaded us that Sprint will provide the highest quality of service which we expect will continue to improve as technology progresses.

We find GSILF's and the Dept of Education's arguments in favor of a full time Outreach Manager located in the state compelling and are persuaded that such a position would be in the public good. Therefore, Sprint will be required to hire a full time Outreach Manager to work in New Hampshire. The Manager's sole duties will be for the promotion of TRS and education of all New Hampshire citizens regarding TRS operations. Failure by Sprint to abide by this requirement will result in a reevaluation of this decision.

We find that without Outreach, Sprint's prices are generally the lowest. Upon review of Sprint's price per minute

per month categories is unclear. As a result, a condition precedent to Sprint's acceptance as the TRS provider is the submittal by Sprint of the actual costs for the Outreach Manager which will be allocated by access lines rather than on a price per minute basis.

Additionally, we find the Stipulation Agreement entered into by the Parties on May 28, 1991 (attached) is in the public good, and hereby approve it. Staff and Sprint shall estimate the annual costs of TRS on an access line basis and provide the required amount to the Local Exchange Companies (LECs) for incorporation in the basic exchange tariffs. Staff, Sprint and the LECs are instructed to establish the method of cost recovery for the provision of toll service because the Agreement left this issue open until the provider was selected.

Results are to be reported to the Commission before cutover of the TRS in New Hampshire. Staff and the LECs are also directed to determine an appropriate method of accounting for revenues

consumer); Self Help for the Hard of Hearing (hard of hearing consumer); Helen Keller National Center (deaf/blind consumer); NH Speech and Hearing Association (speech impaired consumer); NH Registry of Interpreters for the Deaf (interpreter); Granite State Independent Living Foundation; citizen appointed by Division of Vocational Rehabilitation; the Office of Consumer Advocate; New England Telephone; New Hampshire Telephone Association (independent telephone company representative); a member of the public appointed by the Commission; a member of the business community, a member of Staff and the TRS Outreach Manager.

The Commission is aware Sprint will require certain information from the LECs before cutover of the TRS. The LECs shall provide Sprint with all New Hampshire exchange numbers (NNX codes), extended local calling areas, municipal calling areas in municipalities divided by telephone exchange boundaries and any and all other information required to ensure local calls placed through the TRS are not billed as toll calls, no later than September 23, 1991.

Finally, we find from the record, that Sprint has the financial, managerial and technical expertise to operate the TRS for the State of New Hampshire and that Sprint's selection as the TRS provider is in the public good subject to the conditions stated above.

Our order will issue accordingly.

Concurring:

DE 90-225

-10-

September 10, 1991

Larry M. Smukler
Chairman

Bruce B. Ellsworth
Commissioner

Linda G. Bisson
Commissioner

Appendix U: NHPUC Order No. 24,731, Defines Most Recent TRS Rate

DT 07-019

TELECOMMUNICATIONS RELAY SERVICE

Order Directing Local Exchange Carriers to Adjust Rate Paid to Telecommunications Relay Service Trust Fund

ORDER NO. 24,731

February 16, 2007

The Telecommunications Relay Service (TRS), established pursuant to the Americans with Disabilities Act, provides people who are deaf, hard-of-hearing, or speech-impaired the ability to communicate with hearing people over the telephone. Pursuant to Commission Order No. 20,236, dated (September 10, 1991), Sprint has provided TRS in New Hampshire since the program's implementation on November 8, 1991. The TRS program is funded through a trust fund (the Fund) established by incumbent local exchange carriers (LECs) operating in New Hampshire. On January 28, 1992, the LECs signed a Telephone Relay Service Trust Agreement setting forth the operating rules and procedures for the Fund. In accordance with that agreement, the Commission has the authority to monitor and oversee the Fund. The Fund itself has been administered by Citizens Bank (Citizens) and its predecessors since the Fund's inception. All payments to Sprint to cover the cost of providing the relevant services, as well as any other expenditures related to TRS, are drawn from the Fund.

Monies for the Fund are generated through monthly remittances from all LECs operating in the state. The amount of the monthly remittance is determined by the Commission and applied uniformly throughout the state. As part of its monitoring role, the Commission periodically reviews the Fund level and adjusts the rates charged to LECs accordingly. LECs, in turn, are permitted under N.H. Code Admin. Rules Puc 412.02 and Puc 432.02 to recoup the cost by

collecting TRS charges equal to the amount ordered by the Commission through monthly basic service charges.

On February 14, 2007, Staff submitted a memo to the Commission recommending that the monthly TRS rate be reduced from four cents per access line to two cents per access line, and from two cents to one cent for inactive seasonal rate lines. Staff believes that the current balance exceeds the expenditure requirements of the Fund and that this would be corrected most efficiently through a rate reduction.

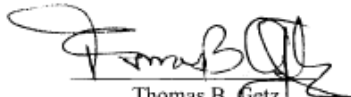
We accept Staff's recommendation and set the TRS rate at two cents per access line and one cent per inactive seasonal rate line, effective April 1, 2007. All LECs are reminded that, pursuant to Puc 412.02 and Puc 432.02, TRS payments must be remitted monthly to the Fund before the twentieth of each month.

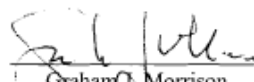
Based upon the foregoing, it is hereby

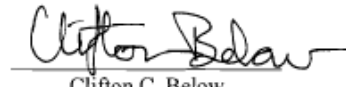
ORDERED, that remittances paid monthly by LECs to the TRS Trust fund be based on a rate of two cents per access line, and one cent per seasonal rate line during the off-season; and it is

FURTHER ORDERED, that, incumbent LECs shall file revised tariff pages, and competitive LECs that include TRS charges in their monthly basic service charges shall file revised price sheets, effective April 1, 2007, reflecting the rate change in accordance with N.H. Code Admin. Rules PARTs Puc 400 and 1600.

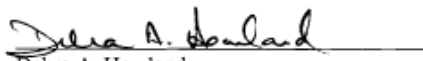
By order of the Public Utilities Commission of New Hampshire this sixteenth day of
February, 2007.


Thomas B. Getz
Chairman


Graham J. Morrison
Commissioner


Clifton C. Below
Commissioner

Attested by:


Debra A. Howland
Executive Director & Secretary

Appendix V: Sprint Relay Attestation to State of New Hampshire



Sprint Nextel
12524 Sunrise Valley Drive
Reston, VA 20196
Office: (703) 689-7200 Fax: (913) 523-
2920689-7707

Sprint Relay Attestation

I, the undersigned, hereby certify that the information Sprint Relay has provided to the State of New Hampshire supporting its 2007 application to the Federal Communications Commission to renew certification of the New Hampshire Telecommunications Relay Service program for the five year period beginning July 1, 2008 and ending June 31, 2013 is true and accurate to the best of my knowledge.

Michael L.igas 9/13/2007
Signature Date
MICHAEL LIGAS
DIRECTOR, SPRINT RELAY
Title

Alice A. Augustyn 9/13/2007
Notary's signature Date
My Commission Expires June 30, 2010
Date Commission Expires
#7071181